

POULSBO PET CLUB DAYCARE GUIDELINES

LOBBY HOURS:

Monday-Sunday 8:00 AM-6:00 PM

SAFETY

Please bring your pet in on a non-retractable leash. Please discourage your pet from interacting with other pets in the lobby.

FORMS

Please have the following forms completed and signed before arrival:

- Pet Profile
- Service Agreement

All forms and agreements can be found on your customer portal.

VACCINATION RECORDS

Current vaccination records will need to be uploaded to your customer portal or brought into the resort before your reservation. Records must always be kept up to date for your pet to receive proper care and attention.

Vaccination records can be obtained from your veterinarian and can be emailed to: Records@PoulsboPetClub.com

VACCINATIONS

Proof of vaccinations from your veterinarian is required for all guests:

- Rabies: 1 or 3 years
- DHLPP: 1 or 3 years
Distemper, Hepatitis, Leptospirosis, Parainfluenza, and Parvovirus
- Bordetella: every 12 months

Bordetella (oral or injectable) must be administered at least 30 days before your pet's arrival. The Bordetella nasal vaccination must be administered at least 30 days before arrival.

All guests must not have been exposed to any contagious diseases within the 30 days preceding check-in.

Poulsbo Pet Club takes all precautionary measures to ensure the health and the well-being of every guest in our care through proper cleaning, disinfecting, and ensuring fresh air flows through the resort.

Vaccine type and immunization protocol can influence the success or failure of vaccinations. Many factors may impair an animal's ability to develop immunity after a vaccination.

Owners agree and are aware that vaccinations do not protect against all communicable illnesses that may affect a guest.

RESERVATIONS

Reservations are required for all daycare guests to ensure we have space to accommodate your pet before arrival.

Failure to have current forms and signed agreements on file may result in a cancelled reservation. All reservations can be made on our website for your convenience or by phone during lobby hours.

CANCELATIONS

Cancellations must be made 24 hours before your pet's scheduled appointment. Failure to call and cancel within this time frame will result in a charge on your account for the full amount of service or a package credit deduction..

LATE AND CONTINUING SERVICE FEE

Any pickups that are outside of lobby hours will result in a late fee of \$15.00. Pets left for longer than 30 minutes after lobby hours will incur a boarding charge for an overnight stay.

HEALTH CARE GUIDELINES AND REQUIREMENTS

All guests must be free of communicable diseases and have no visible stitches or open wounds. Owners will need to certify that their pets are in good health and have not been sick in the last 30 days. Guests who have been ill with a communicable condition in the previous 30 days will require a veterinarian certification of health to be admitted or readmitted into the resort.

While guests are in our care, they will have the opportunity to interact with other pets. Please note that various airborne strains of viruses can cause tracheobronchitis, also known as "canine cough."

While vaccinating every year helps support immunity to some strains, it does not provide immunity to all airborne strains, nor can it eliminate all risk of developing tracheobronchitis. This is not due to any circumstance or condition at our facility, and owners must agree that Poulsbo Pet Club is not liable for any illness suffered by the guest during or after their stay, including, but not limited to, tracheobronchitis.

Poulsbo Pet Club will not be held responsible for any allergic reactions suffered by the guest. Owner certifies that any allergies their pet has are clearly communicated to staff upon check-in.

Poulsbo Pet Club reserves the right to refuse to accept a guest if it appears to us that the guest is sick, shows the presence of fleas, or their behavior could jeopardize the health and safety of other guests and our staff.

Guests showing symptoms of diarrhea, vomiting, coughing, and/or sneezing will not be accepted into Aloha Pet Resort and Spa. These symptoms may be easily spread to other guests. If your pet has any of these, please get in touch with your veterinarian for treatment and keep your pet at home until they are feeling better.

Guests showing symptoms of puppy warts, "canine cough", worms, fleas, parasites, frequent or liquid diarrhea, vomiting, or another potentially contagious condition, illness, or injury will be isolated from the other members. Owners will be contacted to determine the best course of action. If they cannot be reached, the dog may be taken for treatment by a veterinarian at the owner's expense if deemed necessary by our staff.

All dogs must be spayed/neutered after 6 months of age to continue attendance. For the health and safety of all members, a monthly flea and tick preventative is required. NOTE: A flea collar is not sufficient.

POULSBO FITNESS CLUB INFORMATION

The Fitness Club is a service designed for social dogs to play, have fun, and learn new skills. At Poulsbo Pet Club, we have perfected our club to be so much more than a daycare. Here are just a few examples of what we offer that sets us apart from a traditional doggy daycare:

- Stimulating your dog's mind and body
- Learning basic obedience commands and manners
- Avoidance of unwanted behavioral problems at home
- Break boredom and decrease stress during long days by themselves when the Owners are away
- Ideas for exercise for all life stages
- Engaging games and activities
- Mid-day rest period to regain energy and avoid getting overly tired
- Enjoy the company of other dogs and people
- Learn and play with other dogs with the same play styles and energy levels (all dogs are separated by size and temperament)
- Enjoy playtime throughout the year in our climate-controlled facility, featuring soft rubber flooring to help prevent injuries.
- Run and play in our spacious outdoor play yards, featuring clean, comfortable turf, weather permitting.
- Safety and first aid kits are readily available around the entire facility for easy access in case of an emergency.

EVALUATION

This service is not suitable for every dog.

This service is not designed to teach aggressive or excessively unbalanced dogs to be social.

To be accepted into the Fitness Club, owners must complete the evaluation process and appointment.

The first step to ensure that each member of our Fitness Club will be happy in our social environment is for us to evaluate the Pet Profile to obtain all related history. Please submit these forms online on your customer portal before the service, so we can have time to review the information.

Please call into the resort to schedule your Evaluation appointment at the Fitness Club.

Please allow 10-15 minutes at drop-off to get acquainted with us and your dog, so we can determine which services would be most beneficial for you and your dog.

When you pick your dog up after their first day, please allow a few minutes

to speak with a staff member to review the completed evaluation report card.

For enrollment in our Fitness Club program, Poulsbo Pet Club requires a commitment of at least one day per week.

This provides a safe structure for the play groups. Reintroducing dogs to the "regular packs" proves to be very challenging and stressful for some dogs, just like sending a child off to a new school for the first time. Dogs need structure in their lives.

Dogs that have not attended play groups for an extended period may need to be re-evaluated and then reintroduced to a play group.

Rest/nap time during Fitness Club is from 12:00 p.m. to 1:00 p.m. No drop-offs or pickups will be allowed during this time. Formal nap periods are required for dogs that attend full days of group play. The reason for this policy is that rest times are a health benefit to all dogs, as it is not a natural cycle for dogs to be active for 8 or more hours in a day. The goal of off-leash dog play is a healthy, tired dog, not one that is exhausted from unhealthy over-stimulation. Additional rest periods may be required for dogs that attend group play 3 or more days per week or dogs boarding overnight with full days of play for 3 or more consecutive nights.

Potty breaks and fresh water are always provided throughout the day for each member.

Members who are not behaving will be placed in an enclosure for a short time period and then reintroduced to the group. This is like a "time out" for children. Members who are acting aggressively or are endangering the safety of themselves, other dogs, or our staff will be separated from the group, and the owners will be contacted to pick them up.

PREPAID PACKAGES

Prepaid packages can only be used for the services for which they were purchased.

Prepaid packages may not be combined with any other discount, coupon, or offer.

Prepaid packages expire 180 days from the date of purchase.

Members of the same household are welcome to share in all prepaid packages.

Prepaid packages are non-refundable and have no cash value.