

POULSBO PET CLUB LODGING 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.

Current 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 lodging and daycare guests.

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 72 hours before your pet's scheduled stay. For peak times/holidays, cancellations need to be made at least 1 week before your pet's stay. Failure to call and cancel within this time frame will result in a charge on your account for 25% of the estimated stay or a forfeited deposit.

Continuing Service Fee

Any pickups after 11:00 AM within business hours will result in an additional day's boarding being charged.

Peak/Holiday Periods

Peak/Holiday periods are:

- The week of New Year's
- Memorial Day weekend
- The week of July 4th
- Labor Day weekend
- The weekend of Thanksgiving (Thursday-Sunday)
- Spring Break
- The week of Christmas

During peak and holiday periods, a 3-night minimum stay applies.

Lodging Information

Check-in times for lodging guests are any time during our lobby hours.

Check-out times are on or before 11:00 AM. Any check-out after 11:00 AM will incur an additional day's boarding charge.

Boarding suites fill up quickly

To ensure all guests receive the best possible experience during their stay, reservations are required.

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 14 days. Guests who have been ill with a communicable condition in the previous 14 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.

Feeding and Medication

Owners must provide appropriate food for the entire length of the guest's stay. All meals must be measured and put into individual baggies with the guest's name clearly printed on the front. If you forget your pet's food, your pet will not be permitted to board.

All medications must be provided by the owner in the original prescription container and properly labeled with written instructions from your veterinarian containing the guest's name, type of medication, dosage, and schedule, with no handwritten changes.

Additional service charges do apply for dispensing and monitoring of medication.

Medications classified as controlled substances are not permitted within our facility per state law.

If the required medication cannot be dispensed appropriately, a veterinary intervention and assistance will be sought at the owner's expense.

Staff will go through all medical and feeding information at check-in. Owners will give staff all applicable information at that time.

Poulsbo Pet Club provides all lodging guests with everything needed for a luxurious and relaxing stay. You are welcome to bring a t-shirt with your pet to make their stay more comfortable. Please refrain from bringing anything valuable, sentimental, or irreplaceable. We do offer special treats for a nominal fee. There are many upgrade services available for the guests' enjoyment. Private nature walks, cuddle time, Fitness Club, services at Vallhöl Spaw, peanut butter-filled Kong, and much more!

For more information, please talk to a staff member when booking your reservation.

Geriatrics and Special Needs Guests

Owner certifies that all conditions, including seizures and diabetes, are acknowledged at check-in.

Rainbow Policy

We require all pets 10 years of age or older to sign our Rainbow Policy.

This policy is a precautionary protocol to assist our guests in following your wishes in the unlikely event that your beloved pet passes away while in our care. If your pet is over 14 years of age, please speak with management to discuss the best care for your pet during their stay. Older pets with special needs may require closer boarding with our staff, depending on the facility's availability.