

**know before you go-
we can't wait to meet your best friend!**



CONFIRMATION & SIGNATURES

WHEN MAKING YOUR APPOINTMENT, YOU WILL RECEIVE 2 DOCUMENTS VIA EMAIL. **FIRST** IS AN EMAIL CONFIRMATION FOR YOUR STAY, WHICH WILL ALLOW YOU TO SEE WHICH ACTIVITIES YOUR PET IS PARTICIPATING IN & WHAT SHOT RECORDS YOUR PET NEEDS BEFORE THEY STAY, OR IF THEY ARE UP TO DATE IN OUR SYSTEM. **SECOND** IS OUR ALL-SERVICE CONTRACT. PLEASE READ & SIGN THIS E-DOCUMENT. THIS WILL BE SENT BACK TO US AFTER SIGNING AND UPLOADED TO YOUR ACCOUNT.

CAN MY PETS SHARE A ROOM?

IN MANY CASES, YES! PETS WHO WISH TO SHARE A ROOM HAVE TO MEET CERTAIN CRITERIA TO ENSURE EVERYONES HEALTH AND SAFETY. CATS AND DOGS WHO MEET THESE CRITERIA MAY BE ELIGIBLE FOR A MULTIPET DISCOUNT. PLEASE REACH OUT TO A TEAM MEMBER TO SEE IF YOUR PETS QUALIFY!

VACCINE REQUIREMENTS

dogs

DAYCARE/OVERNIGHT BOARDING:
RABIES, DISTEMPER, BORDATELLA

FOR GROUP PLAY:
RABIES, DISTEMPER, BORDATELLA
**SOME CENTERS MAY REQUIRE
INFLUENZA (H3N2 & H3N8)
& MUST BE SPAYED/NEUTERED**

cats

RABIES & FELINE DISTEMPER

WHAT CAN I BRING?

PLEASE PACK LIGHT!
WE SUPPLY EVERYTHING THAT YOUR PET COULD NEED, INCLUDING LITTER & BOWLS. FEEL FREE TO BRING TREATS AND 1 OR 2 RUBBER TOYS, BUT PLEASE LEAVE ALL CLOTHING, BLANKETS AND FAVORITES AT HOME.

FOR DOGS, IF PARTICIPATING IN GROUP PLAY, PLEASE BRING A FLAT, QUICK RELEASE COLLAR.

**FOR POCKET PETS,
PLEASE CALL THE CENTER OR
VISIT OUR FAQ PAGE.**

FOOD

BEST FRIENDS FEEDS 'FREELY' BRAND PET FOOD BOTH WET & DRY AT NO ADDITIONAL COST.

YOU ARE WELCOME TO BRING YOUR OWN FOOD. KIBBLE FROM HOME MUST BE PORTIONED OUT AND BAGGED PER MEAL.

PLEASE ALWAYS PACK AN EXTRA!

MEDICATIONS

WHILE SOME MEDICATIONS AND CONDITIONS ARE ACCEPTED, OTHERS MAY NOT BE SAFE FOR BOARDING OR REQUIRE ADDITIONAL DOCUMENTATION. EVEN IF YOU HAVE BOARDED WITH US IN THE PAST, CHECK WITH US BEFORE YOUR RESERVATION TO AVOID ANY ISSUES. **ACCEPTED MEDICATIONS MUST BE IN THEIR ORIGINAL PACKAGING.**

HOURS OF OPERATION/DROP OFF & PICK UP

HOURS VARY PER LOCATION, VISIT YOUR CENTER'S WEBSITE
HOLIDAY HOURS MAY DIFFER

DROP OFF IS FROM OPEN UNTIL 30 MINUTES BEFORE CLOSE

PICK UP IS BEFORE NOON, UNLESS YOUR PET IS GETTING GROOMING/CENTER WILL CALL WHEN READY

PAYMENTS & DEPOSITS

AT CHECK-IN, A MINIMUM 50% DEPOSIT WILL BE TAKEN FOR YOUR STAY (MORE FOR LONGER STAYS/MULTIPLE PETS). THIS MUST BE ON A MAJOR CREDIT CARD OR DEBIT CARD. THE REMAINDER OF THE INVOICE IS DUE AT CHECK-OUT. PLEASE ASK A TEAM MEMBER FOR SPECIFIC DEPOSIT DETAILS FOR YOUR STAY.

PEAK RATES MAY APPLY FOR HOLIDAYS & BREAKS

***WE ACCEPT ALL MAJOR CREDIT CARDS, CHECKS ARE NOT ACCEPTED.**