

## **BOARDING/DAYCARE TERMS AND CONDITIONS 2025**

Here at All American Pet Resorts Dallas our first and foremost concern is the health and well-being of your pet. The nightly boarding rate is \$70 per night per dog unless sharing a suite in the same room (\$10 discount). Dogs cannot share a suite that is not from the same household or in the same size group play. The daily daycare rate is \$40 per day.

Should your dog harm a staff member, customer, or another dog, you will be held accountable and responsible for any expenses incurred.

I hereby grant All American Pet Resorts Dallas permission to obtain any needed veterinary treatment required for my pet at my expense after making all efforts to contact me. I have read this agreement and understand its terms and conditions. I entrust AAPRD to care for my pet(s) for current and future boarding.

**DAYCARE EVALUATIONS:** are required before a boarding stay FOR ALL dogs over 6 months of age. To bypass this, please send a referral from a previous boarding or daycare facility.

**DAYCARE: \$40** Daycare guests must pick up their pets by 11:59 PM to avoid changing the type of reservation to boarding, fee of \$70. Dogs that are intact past 6 months of age do not participate in group settings. Check your confirmation email for dates we are not available for daycare.

**BOARDING: \$70/NIGHT PER DOG** Boarding guests have until the lobby closes before their account will be billed for an additional \$50. Monday through Friday, 7 a.m. - 7 p.m. Sat-Sun 8 a.m.-5 p.m.

**FEEDING & MEDICATIONS:** are administered at specific times each day. Anything outside of these designated times cannot be accommodated, as the staff are trained to follow our schedule. All medications brought into our facility goes into an AAPRD pill sorter to make things easier for the staff administering them.

**EARLY DROP-OFF** Early drop-off is complimentary for both daycare and boarding, allows pet parents to drop off their pets before our regular business hours, ensuring a smooth transition into their stay.

**LATE PICK-UP** Late pick-up, on the other hand, offers flexibility for busy schedules, with complimentary service for daycare guests. Boarding guests, picking up after lobby hours, 7 pm Monday-Friday and 5 pm Saturday/Sunday incur a \$50 charge per dog.

**DEPOSITS:** Around every holiday we will require a \$100 (per dog) deposit falling within 3 days before and after the holidays that will go towards your stay upon making the reservation. We will also require a deposit for all reservations falling around spring break each year. If you fail to cancel your reservation within 72 hours (3 days) of your check in date, it will be forfeited.

**HOLIDAYS & PICK-UPS** – Pick-ups on holidays may be scheduled with a credit card on file. Drop-offs & pick-ups on holidays (dates we are closed) are charged an additional \$70 per dog. A MINIMUM OF 3 nights stay for all major holidays (\$210).

**CANCELLATION POLICY:** For all holiday reservations our cancellation policy ensures that all holiday reservations are made with careful consideration. You must notify us at least 72 hours (3 days) prior to your reservation start date or your deposit will be forfeited. This policy allows us to efficiently manage our bookings and offer availability to other guests who may be on a waitlist. We appreciate your understanding and cooperation in adhering to this policy to ensure a smooth and enjoyable experience for all.

**COMPLIMENTARY BATH:** Guests who stay with us for 4 nights or longer receive a complimentary kennel bath. If you do not want your dog to play in the group after the complimentary bath, please let the front desk staff know so we can add that to your dog's file. Please note that this service may not be available during peak holiday periods due to high demand. Please note, not all breeds and/or coats are eligible for complimentary baths, if your pup has a skin condition or matting we reserve the right to decline bathing.

**VACCINATIONS:** At our facility, the health and safety of all our furry guests is our top priority. That's why we strictly enforce our policy requiring proof of current vaccinations for Rabies, Bordetella, DHPP (distemper), Leptospirosis, and Canine Influenza (H3N2 & H3N8). These vaccinations play a vital role in keeping contagious diseases at bay and ensuring a clean and healthy environment for all. If your pet is exempt from vaccinations, please discuss health concerns with your veterinarian. We will accept letters of exemption for boarding as long as you assume the responsibility and risk of potential illness.

**BORDETELLA VACCINE** Bordetella, also known as canine cough, is a highly contagious respiratory infection commonly contracted when multiple dogs are together in close quarters. Similar to how children may catch colds or flu at school or daycare, dogs are susceptible to Bordetella in social settings such as dog parks, boarding facilities, veterinarian hospitals, etc. To prevent the spread of this illness, **it is recommended to revaccinate your pet every 6 months.**

**INTESTINAL UPSET** can be a common issue for pets when their diets are suddenly changed. Here at our facility, we offer PURINA EN as an option if you do not bring your own food for your furry friend. However, we highly recommend that you provide your own food to prevent any digestive issues. If your pet experiences an intestinal tract upset due to a change in environment, stress, or anxiety, resulting in the need for veterinary care, all fees and expenses will be charged to you at check out. It is important to consider your pet's well-being and stick to their regular diet to keep them healthy and happy during their stay with us.

**DESTRUCTIVE BEHAVIOR** If your pet exhibits destructive behavior and causes damage to any of our furnishings, you will be held responsible for covering the replacement costs, which will not exceed \$100.00 per guest.

**INFESTATION**—Pets must be flea and tick-free. The staff takes this rule seriously, diligently checking each furry visitor for any signs of infestation. If a pet is found to have fleas or ticks, they are whisked away for a thorough flea bath or dip, with preventative products promptly applied to protect

the other guests. The resort spares no expense in ensuring a pest-free environment, with guests responsible for covering the cost of these services should their pet be found infested. A firm but fair policy in place to safeguard the health and safety of all who step foot on the property.

**NO OUTSIDE BEDDING**—We prohibit the use of any external bedding, blankets, or toys containing stuffing or squeakers in order to protect dogs that show signs of stress and anxiety through chewing and shredding. We do provide the dogs with lamb fleece and a cot elevated from the ground.

We reserve the right, in our sole discretion, to pick up and/or carry your pet should we deem it reasonably necessary. In the event an injury occurs, you agree we are not liable. In order to provide the best boarding experience for your pet, we reserve the right to alter programs or get veterinary care for your pet. Any such alterations that result in extra costs will be charged to you at check out.

Items left with your pet may not always be returned. If returned, they may be in poor condition. We are not responsible for those items or their condition.

I agree that if someone other than the undersigned is to pick up my pet on the departing date, I will provide either verbal or written authorization.

Again, at All American Pet Resorts Dallas, the health and safety of all our furry guests is our top priority. From the moment your pet steps through our doors, you can rest assured that we are taking every precaution to protect them and provide a safe and secure stay. Our dedicated staff is committed to upholding these standards to give you peace of mind while your beloved companion enjoys their stay with us.