



Hope's Garden Resort

"Your pet's vacation saves homeless pets lives"

610 Jack Rabbit Road Virginia Beach, Virginia 23451

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Dog Boarding and Daycare Information and Policies

All proceeds from Hope's Garden Resort & Boutique go directly to support the mission of Hope for Life Rescue, a 501 (c) 3 charitable organization dedicated to the care, rehabilitation, and placement of abused and/or homeless animals.

Hours for drop off and pick up: Monday through Saturday 7am-7pm, and Sunday by appointment only. Doggie Day Care may not be available during Holidays.

All inclusive rates: \$35 per night 1st dog, \$20 per night every dog after the first if boarding in the same suite. If each dog requires a separate suite then rates are \$35 per dog. Doggie Day Care rates are \$20 per day 1st dog, \$10 per day for every dog after. Rates include unlimited play-time, a minimum of five 10- 15 minute leashed walks a day (weather permitting), administering medications, and treats!

Legal Stuff: Our Policies, Procedures, Services and Rates may change from time to time. While we will attempt to notify you of these changes, it is ultimately your responsibility to check back on our website regularly so that you are aware of our most current Policies, Procedures, Services and Rates. We reserve the right to refuse service to anyone at our sole discretion. Owners understand that supervised off-leash socialization and interaction between our guests is encouraged. Owners also acknowledge that dogs are unpredictable in behavior, and are aware of the risks involved in such play, and assume all risks. In order to maintain a safe play environment for the dogs, any dog that misbehaves will be given a time-out from the daycare area. Because excessive barking can escalate the intensity of the pack dynamic, we reserve the right to remove a barking dog from play time, if excessive barking persists throughout their stay we will ask you to find alternative care for your dog(s) in the future, or if they are here for Daycare we may then contact you to pick up your pet.

Health/Vaccination Requirements: Proof of up to date vaccinations from a licensed veterinarian is required. Records can be faxed to us by your veterinarian at **757.491.7721**. All pets must be spayed or neutered and be vaccinated for rabies, distemper, and Bordetella. Pets under 6 months old and not spayed or neutered must be reviewed for acceptance by Management. Flea and tick control treatment is required and if your pet has not been treated we will administer Advantage for \$15.00 due at time of check-out. We are able to administer a Bordetella vaccine for \$10 charge if needed.

Behavior: All dogs must be non-aggressive and non-food or toy protective, to participate in the free-roaming environment. Owners will certify their dogs have not harmed or shown any aggressive or threatening behavior towards any person or any other dogs. If your pet does not fit with our policies, they will not be allowed free-roam time with the others. Please remember that your pet will be spending time with other pets and the safety and health of the pack is our main concern. First day of Doggie Day Care is a trial for our staff as well as you and your dog(s), if all goes well they may stay all day; if otherwise we will contact you to pick up your dog. If after this first day our staff does not see them as a good fit for our program they will not be re-admitted for Doggie Day Care.

Medical Care: If your pet develops any health problems and medical treatment is needed, HGR&B will make a reasonable effort to reach the guardian and/or emergency contacts. HGR&B will pursue treatment with one of the following: your veterinarian, Hilltop Veterinary Hospital, or an emergency treatment facility. Treatment may include, but is not limited to injections, medications and diagnostic testing. HGR&B will pay for treatment when

veterinary services are rendered, but the pet's guardian/responsible party is responsible for reimbursement at time of pick up.

Feeding & Grooming: HGR&B will not provide food for your pet's stay for digestive reasons. Please bring your pet's food with you at time of check-in. If your pet requires medications to be administered we will be happy to do so. Medications must be clearly labeled with instructions and method of administration provided (i.e. pill pockets, needle and syringe, please supply the mode of administration as we do not keep chesee, peanut butter, etc. at the facility). HGR&B offers all grooming services for all dogs; please inquire about these "spa" services.

Check-in: Pets may be checked in any time during regular operating hours. Check-in requires current vaccination records and all registration forms completely filled out, signed, and dated prior to date of check-in. All first time clients must provide Credit Card to be kept on file till time of Check Out, it will then be deleted from our system. Doggie Day Care and Boarding is available upon a first come first served basis. Scheduling your pets stay ahead of time is the best way to secure their space. We reserve the right to deny admittance to dogs lacking proof of vaccinations, visibly ill, or aggressive. We cannot accept any pet with stitches, bandages, Elizabethan collar, or splint. Your dog must have spent at least 3 months' time as your family's pet (management approval required otherwise).

Check-out: All boarding pets must be picked up on date scheduled at or before 5pm; if they are not picked up at or before this time you will be charged for an additional night of boarding. If your pet is not picked up by our closing time 7pm they will be boarded another night. All Doggie Day Care pets must be picked up by 7pm or they will be boarded overnight.

Payment: Payment in full is required at time of check-out. We accept cash, checks, Visa, MasterCard, Discover, and American Express cards. During the following Holidays-New Years, Thanksgiving and Christmas- A non-refundable deposit equal to One (1) night of boarding must be paid prior to us scheduling your stay. The deposit will be applied to stay or if stay is cancelled it will be donated to Hope For Life Rescue, Inc.

Cancellation Policy: The client must give cancellation notice within 36 hours prior to reservation. During times of Holidays- New Years, Thanksgiving and Christmas- the client must give cancellation notice of 5 days. Cancellation fees are strictly imposed. If proper notice is not received, 25% of the total cost of boarding will be applied to the Credit Card on file. Holiday deposit may be applied towards 25% cancellation fee. If you have a scheduled Doggie Day Care visit you must notify us by the close of business day prior to visit otherwise a \$10 cancellation fee will be applied on next visit. If you are on a Doggie Day Care Package Plan and proper notice is not given the day will count as (1) one used day of your package.

If you have read, understand, and agree to all of the resort's policies please sign below.
Thank you for entrusting your pet to our care.

Signature of Guardian: _____ Date: _____