



## **House Rules of BrownDog Lodge**

BrownDog Lodge strives to maintain a safe, healthy and fun environment for all of our guests. We also strive to provide excellent customer service from reservation to check-out. We, therefore, adhere to the following policies and requirements to maintain such high standards. Thank you for choosing BrownDog Lodge for your pet's care!

### **Hotel:**

We provide our own food, Eagle Pack, for overnight guests. However, we recommend that you bring your own food that your dog is used to at home so they don't change their diet and potentially get an upset stomach. While we do provide a raised bed and feeding dishes, you are welcome to bring your own bedding, toys and treats. We do not give rawhide bones and treats to avoid any potential choking hazard. Please note that BrownDog Lodge will not be responsible for lost or damaged personal items.

### **Daycare:**

All dogs must be spayed or neutered to participate in group daycare play. We request that daycare participants wear a standard leather or nylon collar with their name on it or a tag. No pinch collars or chains are permitted in daycare. We recommend quick release play safe collars for additional safety which are sold in our lobby. All dogs must be non-aggressive in nature and pass a daycare temperament evaluation to participate in the group daycare play. BrownDog Lodge has the right to reject any dog that becomes aggressive or threatens to harm other dogs or staff. Although daycare is supervised and all participants are current on vaccinations, your dog still might acquire an occasional injury or illness. Daycare packages are available. Daycare package days do not have to be used consecutively. We do not refund unused daycare package days.

### **Spa:**

Please provide our groomer or receptionist with as much information/details as possible about your desired haircut for your dog. Please let us know about any health issues, allergies or ailments of your dog that we should be aware of. We use a variety of shampoos based on the dog's coat condition, but you are welcome to provide your own shampoo in labeled bottle for us to use. An additional grooming handling charge of \$20 will be applied to any dogs that are very large or a challenge to manage which requires the assistance of an additional staff member.

### **Vaccinations:**

All dogs must be current on all vaccinations including Rabies, Parvo, Distemper and Bordatella. We recommend Bordatella every 6 months but require every 12 months. We recommend an additional vaccination for Canine Influenza and suggest you ask your veterinarian for more information.

### **Medications:**

We will administer oral and topical medications during your dog's stay as instructed by the owner. We do not administer any injections and do not accept diabetic dogs for overnight boarding.

### **Spay/Neuter:**

All dogs participating in Daycare must be spayed or neutered. No exception for puppies.

**Reservations/Deposits:**

Reservations are required for boarding and grooming. Reservations are recommended but not required at this time for daycare. A reservation deposit of \$50 per suite for boarding during or near holiday (see Holidays below) and premium dates (“Spring Break & Fall Break”) is required. See cancellation policy for deposit refund information.

**Cancellations:**

-Hotel: Boarding reservations during or near holiday (see holidays below) and premium dates (“Spring Break & Fall Break”) must be cancelled at least five (5) days prior to your scheduled arrival date to receive a deposit refund. All other boarding reservations must be cancelled at least two (2) days prior to your scheduled arrival date to receive a deposit refund. We suggest you send us a cancellation notice via email to ensure your cancellation was timely received and a refund is issued.

-Daycare & Spa: Please let us know at least 24 hours prior to your reservation/appointment if you have to cancel.

**Early Departure:**

Please notify us at least 24 hours prior if your dog will be departing early from their scheduled boarding reservation. Please note that you will be charged for the full nightly rate for the remainder of the initial reserved dates if we are unable to fill the vacated reservation with another customer.

**After Hours Pick-up/Drop-Off:**

-Daycare & Spa: \$10 charge per dog for drop-off or pick-up during non-office hours (See office hours below).

-Hotel: \$20 charge per dog for pre-arranged/emergency pick-up or drop-off during non-office hours (See office hours below).

**Holidays:**

New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

**Office Hours:**

Monday – Friday 7am – 6pm

Saturday 9am – 1pm

Sunday 4pm – 5pm

Closed on holidays and associated days. Please inquire for more information.

**Payment:**

Payment is due upon check-out. Pre-payment must be made if someone else will be picking up your dog for you. We accept cash, checks under \$100, Visa, MasterCard and American Express.

**Tour Hours:**

We welcome you any time to tour our facility. However, we prefer to provide tours between 10am -3pm Mon.-Fri. and 10am – 12 pm Sat. during our “non rush hour” period.