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Wagg Inn Pet Hotel, LLC (herein after WIPH) strives for the utmost care and well being of our guests. To ensure the highest satisfaction of health and safety for both our guests and owners, we require all owners to abide by the following **RULES AND REGULATIONS**:

**VACCINATIONS:** All pets MUST be up to date on required vaccinations and on a flea preventative. All vaccine records MUST have expiration dates. It is the pet owners' responsibility to update vaccination records with WIPH. Ask your vet to fax them directly to us or bring in a copy of the updates for our records. WIPH has the right to deny any pet that does not have and that does not show proof of all the required vaccines and flea preventative.

**COLLARS/LEASHES:** All dogs must have a collar on the playareas. Preferable name-tagged quick release collars for your pets safety. No choker or pinch collars allowed. All pets must come into WIPH on a leash or in a carrier. NO RETRACTABLE (Flexi-leads) leashes. Please keep control of your pet at all times and prevent them from jumping up on our other visitors.

**HEALTH:** All dogs must be in good health and on no medications for contagious viruses/infections for admittance into WIPH. If you notice your pet has been coughing, vomiting, has loose stool, or possesses any other illness or related symptoms, please keep them home until symptoms have been gone for at least 48 hours. If your pet has been ill and on medications, admittance is not allowed for 5 days AFTER the medication is gone.

**KENNEL COUGH:** Kennel cough (i.e. bordetella) is a highly contagious upper respiratory infection. It is an air borne virus that pets commonly contract when they have had direct contact with other pets and/or have been exposed to an area where other pets have been: pet stores, daycare and/or boarding facilities, veterinary clinics, dog parks, etc. Symptoms commonly include a deep raspy cough and usually occur 7-10 days after the pet has been infected by the virus. Although all pets are required to be vaccinated for bordetella, they are still susceptible to kennel cough since there are many strains of the infection, somewhat like a cold or flu. (More info on website)

**APPOINTMENTS:** Required for all services. (Boarding, grooming and/or daycare) WIPH has the right to decline any customer that does not have a reservation. Attendance is limited!

**HOURS/LATE POLICY:** Monday through Friday 7:00 am to 6:00 pm, Saturday 10:00 am to 4:00 pm, and Sunday noon – 4:00 pm. We close promptly at the end of the day! A late fee of \$1.00 per minute will be assessed after business hours. WIPH has the right to close our doors promptly at the end of day. Your pet may be required to board for the night at owners expense if not picked up by the end of the day.

**PAYMENT:** Payment is due by the end of each day for daycare and/or by the end of each boarding stay. You do have the option to prepay. If it is not you picking up your pet, we suggest you prepay for their stay. Current credit card and expiration date must be on file at all times. There is a fee of \$5.00 fee for each manual credit card transaction.

**CANCELLATIONS:** 24 hours notice is required for daycare reservations and 48 hours notice is required for boarding reservations. A \$30.00 fee will be applied to credit card if no notice is given or if the notice is not in compliance with our cancellation hours requested.

***\*\*Rules and Regulations are subject to change at any time without notification\*\****

