



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 (rabies, distemper and bordetella) and flea preventative. All vaccine records MUST have expiration dates. It is owner's responsibility to always update vaccination records to WIPH. You can request for your vet to fax (920.347.0345) or email (sara@wagginn.com) them directly to WIPH, or you may bring a copy with you. WIPH has the right to deny any pet that does not have and/or show proof of all the required vaccines and flea preventative.

COLLARS/LEASHES: We request that dogs have collars on, while playing on the play areas. Preferably name-tagged quick release collars for your pets safety. All pets must come into WIPH on a leash or in a carrier. If you choose to use a retractable leash, please have control of your pet(s). Please have control of your pet(s) at all times and prevent them from jumping and/or disturbing other visitors.

HEALTH: All dogs must be in good health and free from 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 be courteous and keep them home until symptoms have passed. If your pet has been ill and on medications, admittance is not allowed until 3 days AFTER the medication is gone.

CANINE COUGH: Canine cough (i.e. kennel cough, 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 whom carried the virus: pet stores, daycare/boarding facilities, vet clinics, dog parks, dog friendly restaurants, etc. Most distinct symptom is a dry raspy cough, which typically occurs 7-10 days after contact with the virus. Although all pets are required to be vaccinated for canine cough, they are still susceptible to the virus; there are many strains of the infection, similar to the influenza.

FLEAS: All pets are to be on a regular flea preventative. If we notice your pet has fleas, he/she MUST be picked up within 1 hour, by you or an emergency contact person. We do not offer flea baths, nor do we sell flea preventative.

APPOINTMENTS: Required for all services (boarding, grooming and daycare). WIPH has the right to deny any customer that does not have a reservation. Attendance is limited and suites are numbered.

CANCELLATIONS: Once we become booked to capacity (36 suites), you will be charged the full rate of the suite (for the number of days that we are booked) for any cancellation you make after this time. Please plan accordingly around our busy times of the year, which "generally" are spring break month(s), holidays and summer months

HOURS/LATE POLICY: "Business hours" are Mon - Fri 7am – 6pm, Sat 10am – 4pm, Sun noon – 4pm. We close promptly at the end of each business day. A late fee of \$1.00 per minute may be incurred after business hours. Your pet may be required to board, at owner's expense, if not picked up by the end of the day. We do not have drop off/pick up available on (major) holidays (yes your pet is still cared for on these days).

***** Rules and Regulations are subject to change at any time *****