

Pet Resort at Southwood Policies and Information

- All reservations for The Pet Resort at Southwood (Resort) must be reserved using a credit card.
- Any Resort cancellations made within 48 hours of the scheduled check-in time will be charged for one night's stay in the Resort (\$47). The cancellation charge will be applied to the credit card used to reserve the suite. (Holidays differ – please call for details)
- The Resort is not open for pick-ups or drop-offs between 12pm and 2pm.
- Check-out time is at noon. Pets picked up between 2pm-6pm Monday through Saturday or 2pm-4pm on Sundays will be charged a half day Doggy Day Care fee.
- All pets must be current on required vaccinations. Pets not current on vaccinations at the time of check-in will be vaccinated during their stay at owner's expense.
Required vaccines for dogs are: Rabies, DA2PP (or other combination of distemper/parvo) and Bordetella. **Required cat vaccines are:** Rabies and HCP (or other combination FVRCP/distemper vaccine).
- All pets will be checked for external parasites (fleas/ticks) at the time of check-in. If pets are determined to have external parasites, they will be treated at the owner's expense.
- All dogs staying in the Resort for three (3) or more nights will receive a complimentary bath and Capstar flea treatment at the end of their stay. We do not offer "flea baths".
- In the case of an after-hours emergency, pets will be transported to Pet's Emergency at Northwood Animal Hospital for treatment.
- Full payment is required at the time of check-out. Abandonment does not relieve owner of financial responsibility. Payment options include; Visa, MasterCard, Discover, Debit Cards, Care Credit, Check (with a valid/present driver's license), and Cash.
- If an owner is unable to pick up their pet on the scheduled check-out date by 6pm, there will be an additional overnight fee and their pet will be available for pick up at 7am the following day – Also note that pets may be transferred from their suite to a traditional kennel to accommodate scheduled incoming guests.
- On the weekends, there is a 3-night minimum on all rooms with doggy doors (this includes any reservation made that includes either a Friday, Saturday or Sunday night). Indoor-only rooms have no minimum stay requirement (Except for certain holidays – please call for holiday policies).
- Pets that become excessively destructive may be moved to a traditional boarding kennel and/or bedding may be removed. Owners will accept financially responsible for any damage their pet may cause. Please be sure to inform Resort staff if your dog is afraid of storms. If your pet has been prescribed medications for thunderstorm, firework or other phobias, bring that medication with you!
- Pets requiring medication administration during their stay will be charged a per day fee of \$3.50.
- The Resort feeds Royal Canon Digestive Low Fat formula dry dog food. Owners are encouraged to bring their pet's regular diet. The Resort does not carry canned food.