

HOUSE RULES

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Novi, Michigan 48375

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www.pawprintinn.com



RESERVATIONS:

To ensure quality service, reservations can only be guaranteed with a one-night advance deposit at the time of booking. Deposits are fully refundable if cancellations are made no later than 24 hours prior to arrival. During peak vacation periods, we require a two-night advance deposit which is refundable if reservations are cancelled no later than seven (7) days in advance. Refunds are subject to a 5% processing fee.

We require a two-night minimum stay for the following Holidays: Martin Luther King Jr. Day, Presidents Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Eve through New Years Day.

Accommodations are available for those who would like their family pets to stay together. There is a 30% discount for the second pet.

Owners are welcome to utilize "Credit Card on File" service to expedite check-outs and reservation deposits.

HOURS:

We are open weekdays from 6:30 a.m. – 6:30 p.m., Saturday 9:00 a.m. – 5:00 p.m., and Sunday 11:00 a.m. – 5:00 p.m. We are closed to the public on the Holidays mentioned above.

Check-in time: 12:30 p.m. – 5:00 p.m. Monday thru Friday, 12:30p.m. – 4:00p.m. Saturday and Sunday. This is to allow housekeeping to properly prepare each suite for its next Guest. We do allow early Check-In between 9:00a.m. – 12:30p.m. Monday – Saturday for an additional fee of \$15 per pet. We shall make every attempt to accommodate special requests.

Check-out is 9:00 a.m. – 1:00 p.m. Monday thru Saturday, and 11:00am – 1:00pm Sunday. Pets leaving after 1:00 p.m. will be charged an additional one nights boarding stay (unless there is a scheduled groom on the day of check out, Monday thru Saturday). Please understand that there are no exceptions to this policy. We regret that we cannot accommodate check-outs during non business hours.

DAY CARE:

There is nothing better than a day of play for social dogs. Canine Guests are grouped by similar interests and activity levels for the best play experience. Each Day Care Guest enjoys a morning and afternoon play session accompanied with a nap time in between. However, Day Care is not for every dog, for our non-social Guests we offer Day Boarding as an alternative. All Day Boarding Guests will enjoy one on one play time with our Staff.

To be accepted into one of our Day Care Programs, each Guest must:

1. Complete a Day Care Application and Agreement
2. Meet our vaccination requirements
3. Female pets must be spayed
4. Complete a successful Temperament Evaluation

Day Care is available 6:30 a.m. – 6:30 p.m. Monday through Friday, and Saturday 9:00am – 5:00pm. I understand that if my dog is not picked up by 6:30 p.m. Monday – Friday, 5:00 p.m. Saturday, my dog will be deemed as an overnight guest and I agree to pay an additional boarding fee of \$25.

Day Care fees are based on single visits or 5, 10, and 20 day pre-paid packages. A package is valid for 6 months from date of purchase. All packages are non-refundable.

Day Care is limited in size, so please book ahead to avoid disappointment. Priority goes to guests with standing reservations.

Day Care does not include meals however; we will serve meals provided by the owner at no additional cost.

HEALTH CARE:

Our top priority is the health and safety of our Guests; therefore, every pet must have a Boarding, Day Boarding & Day Care Agreement Form completed prior to his/her stay. This form allows us to get to know your pet, understand their handling preferences, and know their medical history and special needs.

All Guests must be in good health and must not have had or been exposed to any contagious or communicable illnesses within 30 days prior to check-in. The Paw Print Inn® advises against boarding guests that have a terminal illness or are in the late stages of that illness.

Each Guest receives an evaluation on the first day of their stay. Guests showing signs of vomiting, coughing, gagging, sneezing, or diarrhea will be taken to a Veterinarian, at the Owner's expense, for diagnosis and treatment if our staff is concerned for your pet's condition. Pets showing signs of fleas or ticks will be treated at the owner's expense.

Pet Guests must possess a temperament that allows our staff to properly take care of them. Allowances may be made for specific temperament issues, but pets cannot pose a danger to our staff.

VACCINATION REQUIREMENTS:

Each Guest must meet our vaccination standards before check-in. Pets requiring vaccination updates must have them administered no less than 7 days before any Grooming Service, Day Care and Day Boarding or over night Boarding is scheduled. Exceptions will be considered on a case by case basis.

Puppies and kittens must be 3 months of age, and have completed their first two series of vaccinations. All cats older than six months of age must be neutered or spayed. All female dogs must be spayed.

DOGS

DHLP

Bordetella

Rabies

CATS

FDRT/Leukemia

FIP – for outdoor cats only

Rabies

FOOD, MEDICATIONS & EXERCISE:

Our house cuisine is a premium lamb and rice kibble. We also serve a premium canned food. They have been chosen because of their high protein, low residue and high digestibility. You are welcome to bring your own food however each serving must be provided in a separate container or baggie, each marked with your pet's name. The Paw Print Inn® will administer complementary oral medications, but injections and topical medications are \$2.00 per administration. Guests requiring specialized care are handled on a case-by-case basis; additional fees may apply. All medications provided by the owner must be clearly labeled, and must include written instructions with the pet's name, type of medication, dosage and schedule. It is standard for each pet guest to be taken outside approximately five times per day. The Paw Print Inn® does not charge for additional potty breaks.

BELONGINGS:

We provide comfortable beds for our guest. However, owners are welcome to provide a few, small, "security" items that may comfort their pet during their stay with us. All such items must be clean.

GENERAL:

The Paw Print Inn® reserves the right to refuse admittance to any pet guest for any reason, at any time, who lacks proof of vaccinations, displays signs of untreated contagious conditions, demonstrates aggressive behavior, or who does not meet our standard health and temperament policies. Our prices, policies, services and hours are not negotiable, and are subject to availability and change without notice. Upon admission for services, your signature of contract acknowledges your awareness and acceptance of our policies.