



Sydney's Pet Spa General Rules

BUSINESS HOURS:

Monday – Friday: 7AM – 6PM

Saturday: 8 AM – 4PM

Sunday: 10:30 – 12:30 &
4:00 – 6:00

RESERVATIONS

- All accommodations are available for those who would like their family's pets (of the same species) to stay together. Each additional family member staying together in the same Suite will receive a 30% discount from the nightly rate.
- We ask that reservations are made well in advance. Holiday and summer boarding are very busy and do fill up quickly.
- We request a 24-hour notification for cancellation for all daycare and grooming appointments. Boarding appointments not canceled within 72 hours of scheduled arrival will be subject to a \$50 cancellation fee.
- Sydney's is closed for arrival and departure (and thereby require a two-night minimum stay) on: New Years Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

CHECK IN/CHECK OUT

- Check in time begins at open to 4 PM (Saturday to 3 PM). We ask that dogs are not checked in after these times to allow housekeeping ample time to properly sanitize and prepare each suite.
- Please allow 15 minutes to check your pets in.
- Check out time is from open til 1PM. This is to allow housekeeping ample time to sanitize and prepare the suite for the next guest. Pets not picked up by 1:00 will require additional care and will be charged an extra night of boarding unless scheduled for grooming or daycare.
- We do not allow pets to check in or check out during non-business hours due to security and accuracy considerations.
- A \$10 late fee will be charged for all pets not picked up by normal closing hours starting 15 minutes after close. This fee will accrue every 15 minutes.

DAYCARE

- Daycare is a cage-free service designed for social dogs to play and have fun. Safety is our primary goal. Daycare is not for every dog and not a place for aggressive or non-social dogs.
- All dogs in daycare must have the following:
 - Completed Application and Facility Agreement
 - Be at least 12 weeks and have updated boosters including Bordetella
 - Current on required vaccinations
 - Be spayed or neutered (except puppies under 6 months)
- Daycare is offered each day from open to close.
- Dogs that are not picked up at close will be considered overnight guests and charged for boarding.

- Daycare fees are based on a single visit or punch card. All punch cards expire one year from date of purchase. All punch card sales are final. No refunds or transfers on unused punch cards.

HEALTH SAFETY

- The health and safety of each guest is our number one priority, therefore all pets must have a current Application and Facility Agreement on file.
- All guests must be in good health and must not have been exposed to any contagious or communicable illness within a 30-day period prior to check in.
- Sydney's advises against boarding guests that have a terminal illness and are in the late stages of that illness.
- Guests must possess a temperament that allows staff members to be able to properly care for them. Allowances may be made for specific temperament issues, but pets cannot pose a danger to staff members.

BELONGINGS

- We provide all guests with clean bedding and bowls. We discourage personal belongings (bedding, blankets, etc.) as these items can easily be ruined through Sydney's regular laundry process and or mixed up with other guests belongings.

VISITATION AND TOURS

- While pets are at Sydney's we discourage visitations as this can be confusing and interruptive on the pet.
- For the safety and comfort of our pets who are boarding tours are only allowed after 9 AM and no later than 4 PM. Sydney's has the right to refuse a facility tour depending on occupancy at a certain time.
- Due to strict vaccination standards, we do not allow pets on tours.

VACCINATION REQUIREMENTS

- All guests must have all required vaccinations prior to arrival.
- We do allow Titters with proper documentation.
- Puppies must be at least 9 weeks of age and have completed their first two series of vaccinations, including the Bordetella vaccine. Puppies over 18 weeks of age must have their full series of vaccinations, including the rabies vaccine.

DOGS: Rabies: 1 or 3 year vaccine

DHLPP: 1 or 2 year

Bordetella: Annual

CATS: Rabies: 1 or 3 year vaccine

FVRCP: 1 or 2 year

Feline Leukemia: Annual

FOOD, MEDICATION & EXERCISE

- Sydney's feeds all guests who do not bring their own food Science Diet Sensitive Stomach, dry kibble. We do not provide canned food. We encourage all guests to bring their own food if on anything other than Science Diet Sensitive Stomach as pets may have upset tummies from switching food.
- We will feed your own food (at no charge) and ask that meals are prepared in individual servings and labeled.
- Sydney's feeds twice daily but can do additional feedings if requested.

- If your pet's food runs out Sydney's will feed House food unless requested not to. At this time Sydney's will purchase the needed food with an additional charge of \$7.00 service fee.
- All medications must be labeled with written instructions.
- It is standard for each canine guest to go outside for potty breaks three times per day. Sydney's offers additional 15 minute walks and daycare for extended playtime.

GENERAL

- Sydney's 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 or potentially contagious conditions, demonstrates aggressive behavior or who fails our standard health and temperament policies.
- Sydney's accepts cash, Visa, MasterCard, Discover Card, American Express and Sydney's Gift Cards.
- 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.