

RESORT POLICIES



RESERVATIONS

- Reservations must be made in advance. Space is limited, so space cannot be guaranteed without a reservation.
- A deposit of \$60 per reservation is required at the time the reservation is made.
- Customers will receive a full refund of a deposit if a reservation is cancelled with more than 48 hours notice. If a reservation is cancelled with less than 48 hours notice, the deposit will be retained as a credit for future use. Deposits kept on file may be used for any service at Paws Crossing and do not expire. Cancellation of any reservation made for a holiday will result in the loss of the \$60 deposit.
- Pets may be checked in between opening time and an hour before closing. The daily boarding rate is always applied on the day of arrival. Late charges accrue on the last day of boarding if the pet is not picked up by 12pm.
- Pets scheduled for grooming on the day of departure will not be charged the daily boarding rate or late charges for that day. Boarded pets enrolled in group play every day will not be charged the boarding rate for the last day.
- Reservations of 30 days or more require a larger deposit at the time of check-in. The outstanding balance may not exceed \$500 for long term boarders, so additional deposits may be charged during the stay.
- Payment in full is due on the day of departure. Paws Crossing staff is not able to make payment arrangements for any reason. Checks, all credit cards, and cash are all accepted.
- Pets picked up after closing will be subject to a late fee. Staff reserves the right to offer or decline this service. Paws Crossing cannot accommodate business before open hours or after.
- Tours are available any time during open hours. Unfortunately, animals are not allowed on tours as they disrupt our boarded guests.
- For their safety, we require all pets be in carriers or on a leash in the facility.

VACCINATIONS

- Because we must protect the pets currently staying with us, failure to present proof of required vaccines on or before the time of check-in will result in cancellation of the reservation. If you are not sure if your pet's vaccinations meet our requirements, please do not hesitate to call us or fax vaccination certificates to 408-364-2009. We would be happy to assist you.
- All dogs must be vaccinated for Rabies, Rabies, DHLPP, and CIV, and Bordetella are required to be current according to your veterinary paperwork.
- All indoor/outdoor cats must be current for FVRCP, FELV, and Rabies. Indoor only cats must be vaccinated and current for FVRCP and Rabies only.
- Vaccines given within 7 days prior to check-in date will not be considered.
- If your pet has been exempt from vaccines from your veterinarian, please provide us in advance with a letter from your veterinarian stating that exception.
- Pets must be four months or older to stay at Paws Crossing and fully vaccinated. Pets less than six months of age must show proof of puppy or kitten vaccination series.
- Male feline guests must be neutered to stay at Paws Crossing.

HEALTH/TEMPERAMENT

- Pets that have been exposed or have history of any contagious illness for 30 days prior to check-in cannot be boarded.
- Paws Crossing cannot accommodate any pet that requires medical treatment beyond the dispensing of oral or topical medications (i.e. injections, drains, bandage changes, subcutaneous fluids, etc.)
- Paws Crossing cannot accommodate diabetic pets, pets with limited mobility, pets at the late stages of a terminal illness, or recent surgical patients with sutures present. Pets with bandages of any kind cannot be boarded. Paws Crossing reserves the right to refuse service to any pet that cannot be safely boarded due to medical concerns.
- Pets found to be infested by fleas at any time during their stay will be treated with a flea bath and/or treatment at the owner/guardian's expense.

- Pets must possess a temperament that allows Paws Crossing staff to adequately care for them. Aggressive animals may not be accommodated. Paws Crossing reserves the right to refuse to board any animal for any reason.
- Each pet must have at least one emergency contact. Please provide a local emergency contact other than yourself.

DAYCARE

- Unspayed or unneutered dogs over six months of age are not eligible for daycare.
- Dogs will be assigned to a particular playgroup primarily based on their temperament and/or size. Paws Crossing reserves the right to assign dogs to the appropriate playgroup.
- Dogs must arrive for daycare wearing flat collars. Choke chains or pinch collars will be removed.
- Advance reservations required for daycare due to limited space.
- Evaluations are required for first time daycare dogs. Dogs that fail the evaluation will not be allowed to participate in daycare activities.
- Paws Crossing reserves the right to refuse daycare services for any pet at any time.
- If a pet must be removed from daycare for any reason the daily charge for daycare is still applied for that day.
- Daycare is offered Monday through Saturday during open hours. Group play is also held on Sundays for boarded guests only.
- Paws Crossing offers half day daycare services at a reduced cost. A half day is four hours or less regardless of drop off time. A full day is anything over 4 hours.
- Dogs ineligible for daycare at Paws Crossing may be offered alternative private playtime and exercise programs. Please contact us for details.
- Paws Crossing strives to maintain a group play environment that is as safe as possible. However, there are some risk factors that cannot be eliminated. Paws Crossing is not responsible for any injury sustained to pets during group play activities.

FOOD/BEDDING

- While Paws Crossing provides bedding for all guests, owners are welcome to bring a washable bed labeled with the pet's name as well as up to two toys that can safely be left with the pet when unsupervised.
- Paws Crossing is not responsible for the loss or destruction of any bed or toy.
- Any pet that has caused damage to the contents of the Creekside Cottages (i.e. televisions, bedding, construction) may be removed and housed in the Parkview Place accommodations for the remainder of the stay at the discretion of Paws Crossing. The owner/guardian will be charged accordingly.
- Paws Crossing encourages owners to bring their pet's own food to prevent a sudden change in diet. However, if requested Paws Crossing can also provide a high quality sensitive stomach dry and/or canned food for a charge. Please inquire for meal pricing. We love it if individual meals are separated into baggies and labeled. If the food is in large quantities we ask that it be in a watertight plastic or rubber container. Please bring an extra two days of food just in case.
- Medications must be clearly labeled with type, frequency and the pet's name. Medications must be provided in their original bottle with label. An additional medication administration charge will apply. Tablets placed in food baggies will not be administered.
- Bowls will be provided for all guests. For safety reasons and to prevent loss, please do not bring personal bowls from home.
- For the safety of our staff, raw meat diets of any kind cannot be accepted.

ABANDONMENT POLICY

- If a pet is left for a period of 14 days after the scheduled departure date and Paws Crossing is unable to contact the owner or emergency contact, the pet will be considered abandoned. Paws Crossing will begin abandonment proceedings according to the laws of the State of California.