

**Lobby Hours**

Monday - Friday – 6:30am - 7:00pm

Saturday - 10am - 1pm

Sunday - 10am - 1pm

## Day Care, Hotel & Resort Policies

**CHECK-IN & CHECK-OUT TIMES**

Similar to that of a human hotel, standard check-In time is after 3pm and check-out time is before 12:00pm Monday to Friday. An additional fee is charged for dogs checked in prior to 3pm and checked out after 12:00pm since additional care is required. Dogs not picked up prior to closing will be considered overnight guests and be charged for an additional night's stay.

We have limited hours for boarding on the weekend, check in and check out on Saturday and Sunday is 10am - 1pm.

**RESERVATIONS**

Paws Chateau reserves the right to refuse service and admittance to any guest who lacks proof of vaccinations, displays signs of contagious health conditions, demonstrates aggressive behavior or does not meet our health and temperament standards.

**Boarding**

Reservations require a credit card deposit at time of booking for all new customers. During Peak/Holiday Rate period a 2-night deposit is required.

**Day Camp**

Daycamp reservations are recommended for staffing purposes but not required. We DO require reservations by 5pm Friday for daycamp on Saturday, walk -in daycamp is not available on Saturday's. Reservations are highly recommended during peak holiday times and guests may be turned away if ratio of dog to staff is reached.

**CANCELLATION POLICY**

New clients must have fulfilled all requirements needed before a reservation can be confirmed. We require a credit card for all holiday reservations and clients not wanting to leave credit card information will not be allowed to make a reservation at our facility. You must call to cancel or reschedule a reservation if you are unable to make it, cancellations submitted via email will not be accepted.

Cancellation Policy:

Boarding Reservation must be cancelled at least 2 days prior to arrival and 4 days prior to arrival during holiday / peak periods. Failure to cancel prior to arrival will result in a 2 night boarding charge & 4 nights during holiday / peak periods.

**LENGTH OF STAY**

Peak/Holiday Periods require a two (2) night minimum stay. Check out the Paws Chateau website for a detailed holiday schedule.

**PAYMENT**

Payment is due upon check-out. Visa, MasterCard, Discover and personal checks (after 2nd visit) are gladly accepted. Returned checks will incur a \$40 returned check fee.

## **DOG HEALTH & SAFETY**

At Paws Chateau we take pride in the health and safety of our guests. We consult with a local vet when we deem it medically necessary. All guests must be in good health and not have been exposed to any contagious or communicable illnesses within a 30-day period prior to check-in. Paws Chateau accommodates dogs who are healthy, fit and able to walk unassisted. Guests with terminal illnesses and in the late stages of an illness are gladly accommodated; please speak with a guest services representative for addition details. Guests must possess a temperament that allows staff to care for the guest properly. Dogs are pack animals and lead with their teeth and paws and are unpredictable in nature. As a result, no amount of vaccination requirements, supervision, sanitation or personalized care from Paws Chateau can be 100% certain to prevent dogs from being injured or contracting an airborne virus or communicable disease.

## **VACCINATION REQUIREMENTS**

Guests must meet vaccination standards before admittance to Paws Chateau. Rabies vaccinations are required by law by Orange County Animal Control.

### **Vaccination Requirements**

Rabies - Current in the last year for puppies & past 3 years for adults

DHPP - Current in the past year

Bordetella - Current in the last 6 months

## **ADDITIONAL HEALTH REQUIREMENTS**

Paws Chateau requires a clean fecal exam within the past year screening for Ova, Parasites, and Giardia. We require all dogs to be on a flea regiment (Comfortis, Frontline etc.).

## **MEDICATIONS**

Animal Care staff will administer oral and topical medications at \$1.50 per dose. Medications must be properly labeled and dosage indicated on Overnight Check-In Form. Guests requiring specialized care are handled on a case by case basis.

## **FOOD**

Dogs are fed twice daily-in the morning and in the evening. Dog guests may choose our house cuisine, Science Diet Sensitive Stomach (canned food is NOT provided) or guests may choose to provide their own food. Please put each feeding in separate baggies, labeled with dog's name. A re-sealable container with the dogs name on it is required if providing wet food. In the event your food runs we can provide the in house cuisine at a per meal charge of \$2.00.

## **BEDDING/BELONGINGS**

We provide clean and comfortable bedding for your dog. If you choose to bring your dog's own bedding they can bring 1 blanket. Guests can also bring 1 toy item. The guest name needs to be clearly marked on each item they bring. We also recommend a t-shirt or item of clothing with your scent to help reduce separation anxiety.

## **DAY CAMP REQUIREMENTS**

Day Camp is for social dogs to play and have fun. It is not a place for aggressive dogs to learn to be social. Since safety is our primary goal, therefore Day Camp is not for every dog. For insurance/safety precautions, some breeds cannot be accepted into Day Camp. To be accepted into Day Camp, each dog must complete an evaluation. In order to have an evaluation each dog must:

- Complete Day Camp Application acknowledging risk factors
- Be at least 12 weeks of age and have received all their vaccinations, including bordetella vaccine
- Be spayed or neutered (except puppies under 6 months)
- Pass Day Camp evaluation

## **WEBCAMS**

Webcams are a value-added service. On occasion, due to bandwidth and circumstances beyond our control, minor interruptions may occur to this service.