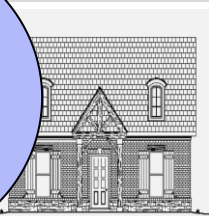


## Resort Rules



Revised 1/27/2021

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77 Passmore Lane  
Jackson, TN 38305

## RESERVATIONS

- **We are not open for check-in and check-out on:** New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. As a result, we require a three-day (two-night) minimum stay during these holidays.
- Accommodations are available for those who would like their family's pets (of the same species) to stay together. The daily discounted rate for each additional pet IN THE SAME SUITE (size/breed and accommodation limitations may apply) is -20% for the second pet, and -30% for each additional pet.

## CHECK-IN / CHECK-OUT / HOURS

- **On Sunday, we are open from 3-5 PM for check-in and check-out. Monday through Saturday we are open from 10 AM until 1 PM and 2 PM until 5 PM.** To allow our caregivers ample time to let pets outside before and after breakfast/dinner; dispense medications; clean guest suites; sanitize all common areas; and to provide special services to our guests., we do not allow check-ins or check-outs before or after our published open hours – No Exceptions, please.
- **Rates are per calendar day.** There is always a charge for the first and last day of stay. An early check-out discount (before 1:00 PM) is available on the last day of stay (excluding Sundays).
- **Any Pet scheduled for departure but not picked up by our published closing time will remain a guest of Wagging Tail Resort and will be charged a daily fee of up to \$79 regardless of the guest or staff selected accommodations.**

We open and close promptly at the following times:

### RECEPTION HOURS

**SUNDAY 3 P.M. TO 5 P.M.**

**MONDAY – SATURDAY 10 A.M. TO 1 P.M.**

**2 P.M. TO 5 P.M.**

**Closed 1-2 PM Monday-Saturday for Lunch**

## HEALTH CARE

- The health and safety of each guest is our number one priority; therefore, every pet must have an Overnight Guest Profile form completed prior to his/her stay. This profile helps us understand your pet's background, personality and special needs so we can make his/her visit as safe and comfortable as possible.
- All guests must be in good health and must not have had or been exposed to any contagious or communicable illnesses within a 30-day period prior to check-in. Wagging Tail Resort advises against boarding guests that have a terminal illness and are in the late stages of that illness. In addition, we are unable to accommodate diabetic pets or cats diagnosed as having feline leukemia or AIDS due to their special health care needs.
- Pets showing signs of vomiting, coughing, gagging, sneezing or diarrhea may not be admitted or may be transferred to a veterinary clinic for proper care.
- 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. Please discuss potential temperament issues with guest services prior to boarding your pet.
- "In Season" canines must board in a Tranquility Suite to minimize disruptions to the Resort's other guests.

## VACCINATION REQUIREMENTS

- In the best interest of all, each guest must meet our published vaccination standards before admittance. Pets requiring vaccination updates must have the vaccines administered no less than 3 days before any grooming service or overnight stay. Individual circumstances may be considered with written documentation from a veterinarian. Titters are accepted with proper documentation. We do not accept "owner-administered" vaccines.
- Puppies must be at least 9 weeks of age and have completed their first two series of vaccinations, including the Bordetella vaccine and a fecal exam. Puppies over 18 weeks of age must have their full series of vaccinations, including the rabies vaccine.
- It is the owner's responsibility to ensure we have updated vaccination records prior to boarding or grooming.

**DOGS:** **RABIES:** Current in the last year

**DHLPP:** Current in the last year

**BORDETELLA:** Current in the last **6 mo.** (preferred) **1 yr.** (req.)

**CANINE INFLUENZA:** Current in the last year **recommended**, not req.

**CATS:** **RABIES:** Current in the last year

**FVRCP:** Current in the last year

**FELINE LEUKEMIA:** Recommended, not req.

**ALL CATS MUST BE SPAYED OR NEUTERED**

- To provide the highest quality care in a multi-animal environment, upon arrival, our policy is to provide one Capstar tablet to all overnight guests to prevent flea infestation. This tablet is completely safe for your pet and does not interfere with any other flea control. The cost is \$5.25 per guest.

## FOOD, MEDICATIONS & EXERCISE

- We **encourage you** to provide your own food to keep your pet's diet *consistent*. Generally, pets kept on a consistent diet avoid upset stomachs while boarding. In the event the food you provide runs out prior to check-out, it may not be possible to obtain and serve your selected food brand. In that case, Wagging Tail Resort will substitute the Resort's standard cuisine. We feed twice daily – approximately 7:00 a.m. and 4:00 p.m. House food, extraordinary preparations, separating family members during feeding, and/or additional feedings are subject to a fee of \$3.00 each.
- Wagging Tail Resort will administer oral and topical medications at \$1.50 per dosage (\$5.00 per ear for ear cleaning). All medications should be provided by owner and clearly labeled with written instructions, including medication name, pet's name, dosage, and when the medication should be given. Guests requiring specialized care, splint/bandage changes, hand feeding, walking assistance, pee-pee pads, etc. are handled on a case by case basis and may be subject to a \$5.00 daily fee.
- It is standard for each canine guest to go outside into our free-play and "guest comfort areas" four to five times per day.
- Exercise and activity programs are encouraged and are available as ala carte options at reasonable prices. We encourage a vigorous exercise regimen while at Wagging Tail Resort.

## BELONGINGS

- We encourage you to bring an unwashed, disposable t-shirt to help reduce separation anxiety, and you may bring your pet's bed, blanket, and favorite toy. Please label all personal items and do not bring anything that cannot be washed in a washing machine (hot water) and dried in the dryer. We are not responsible for lost or damaged articles.

## GENERAL

- We are pleased to offer personal guided tours. For the benefit of our pet guests, tour times are carefully crafted as to not interfere with guest comfort. Due to strict vaccination standards, **no pets** are allowed on tours.
- Wagging Tail Resort 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 dangerous conditions, demonstrates aggressive behavior or who fails to meet our standard health and temperament policies.
- Wagging Tail Resort accepts cash, personal check, Visa, MasterCard, and Discover Card. Returned checks, regardless of reason, are subject to a fee of \$25.
- 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.