

# Frequently Asked Questions



## Do pets get let out of their suites every day?

Yes. All dogs, regardless of the type of accommodation selected, are let out 4-5 times per day.

## Do you charge by the day or by the night?

We charge by the calendar **day** to accommodate the various travel schedules of our guest's family members. We understand that it is not always possible to provide us with an exact drop-off and pick-up schedule (due to flight delays, road construction, etc.), which means we need to keep a room reserved for your pet for the entire first and last day of your pet's scheduled stay. Therefore, there is always a charge for the first and last day of stay. An early check-out discount (before 1:00 PM) is available Monday-Saturday.

## Are you open on major holidays?

Wagging Tail Resort is closed for pet drop-off or pick-up on New-Year's Day, Easter, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving Day, and Christmas Day. On holidays and every day, our guests receive the same excellent care.

## Do you accept credit cards?

Yes. We accept MasterCard, Visa, and Discover.

## Are there extra charges besides the published daily rate?

All dogs are administered a Capstar tablet (\$5.25 charge) at check-in for flea protection. The Capstar tablet does not interfere with any flea treatment your pet may be on. *Additionally, a \$5 daily charge may apply for pets which are incontinent, in-season, or not housebroken.* We will do our best to accommodate females "in season" in a Tranquility Suite ONLY. Please read our "Guest Registration" form and our "Resort Rules" form carefully for additional charges that may apply for administering medications, taking care of pets with special needs, special feeding requirements, etc. Please help us ensure a "No surprise" check-out.

## Why don't you allow early check-ins or late departures?

Our caregivers arrive at Wagging Tail Resort before 7:00 AM. Their duties include: letting guests outside before breakfast, preparing special meals and serving breakfast, dispensing medications as needed, cleaning guest suites, and providing extra guest services (nature walks, cuddles, etc.) when ordered. Your pet will love all the attention. Much of this process is repeated after 5:00 PM. Additionally, every day the caregivers sanitize the common areas (lobby, kitchens, living room, all hallways, etc.) Early or late check-ins/check-outs significantly interfere with these processes. Therefore, **for the safety, comfort, and health of our employees and our guests**, we do not allow early check-ins or late departures.

## What activities are available during my pet's stay at the Resort?

Wagging Tail Resort offers a host of optional extra-curricular and guest comfort activities, including nature walks, massages, playground romps, cuddle times, and nightly tuck-in "snacks and snuggles" at lights out (to name a few). Our "Guest Registration" form highlights various special activities that are available to help make your pet's Resort stay happy and stress free. If you have special activities that we have not considered, please let us know.

## What vaccinations are required?

Dogs need to be up to date on their Rabies, Bordetella, and DHLPP vaccinations for **both boarding and grooming**. Also, we recommend the Canine Influenza vaccine, but do not currently require it. Cats need to be up to date on Rabies, Feline Leukemia, and FVRCP vaccinations.

## What is your cancellation policy?

At Wagging Tail Resort, we plan the days of our Caregivers, Groomers, and Trainers based on reservations that you, our pet parents, make. Many times, we have turned away other pet parents because we have no vacancies. Currently, we are experiencing daily, last-minute cancellations/no shows for reservations our pet parents have made. Consequently, we are instituting a cancellation policy. If you must cancel your boarding reservation but are unable to give at least 5 days' notice, a cancellation fee of \$100.00 will immediately be applied to your account. If you must cancel your grooming reservation but are unable to give at least 24 hours' notice, a \$15.00 cancellation fee will immediately apply to your account. If you must cancel your training reservation, but are unable to give Wagging Tail Resort at least 24 hours' notice, a cancellation fee of \$50.00 will immediately apply to your account.

**Hours: Sunday – 3:00 to 5:00. Monday through Saturday – 10:00 to 1:00 & 2:00 to 5:00.**

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