



POLICIES

ADMISSION

Wüf Pet Resort & Spa reserves the right to deny admittance to pets without proof of current vaccinations, and/or pets displaying signs of untreated or potentially contagious conditions, and/or aggressive behavior. We reserve the right to charge handling fees for excessively difficult or aggressive pets requiring additional staff and/or additional time in order that we may deliver proper care.

VACCINATIONS

The required vaccinations for your pet are as follows:

- Rabies
- Distemper
- Parvo
- Bordatella
- Flea and Tick Treatment

All dogs four months of age and older must have received the rabies vaccination. The “distemper” vaccine protects your dog against five or six viral diseases, including canine distemper and parvovirus. This vaccine is required, since these diseases can be life-threatening to unvaccinated dogs. Bordetella or kennel cough vaccination is particularly vital for all dogs in a boarding or day care situation, since the infection is airborne and quite common where dogs are housed together or play together.

Additionally, we require that you maintain a year-round treatment for ticks and fleas in order to protect the facility from any contamination and thus protect all of the pets. We recommend topical solutions such as Advantix and Frontline, which are available over-the-counter; we do not suggest collar prevention methods. Please talk to your veterinarian about your options and frequency of treatment.

SPAYED/NEUTERED AND OTHER HEALTH CONDITIONS

All pets in daycare must be spayed or neutered.

Pets that have stitches, bandages or have broken bones may not attend daycare. If your pet has had recent surgery, please consult with your vet to find out how long your pet must rest before attending Wüf’s play sessions.

TEMPERAMENT TEST

All new dogs must pass an onsite temperament evaluation prior to scheduling daycare. Dogs that do not pass a temperament test will not be allowed in daycare. However, they are still welcome to board in our luxury accommodations.

RATES, SERVICES, and RESERVATIONS

All rates and services are subject to availability and change.

A valid credit card is required to secure and guarantee a reservation. If a reservation is cancelled inside the parameters of our cancellation policy, we will charge the cancellation fee to this card.

DROP-OFF AND PICK-UP HOURS:

We are open to the public 7 days a week. Our hours are as follows:

Monday – Friday 6:45 am to 7pm

Saturday: 10am to 5pm

Sunday: 1pm to 7pm

Drop-off for daycare is between 7am to 9am and pick-up is required by 7pm. Dogs in our care after 7pm are admitted for boarding and boarding rates will apply.

DAYCARE, BOARDING and DAY SPA CANCELLATIONS

We request 24-hour notification by telephone for cancellation of daycare and spa services, so that we may reschedule without charging for missed appointments. We request 48-hour notification by telephone for cancellation of boarding reservations.

Our charge is equivalent to the price of one night of boarding and daycare of the cancelled reservation.

FOOD

In order to maintain a consistent environment for your pet, we suggest you bring the food you feed your pet daily at home. Please bring all servings in marked containers and bags, marked with specific feeding instructions.

Our house blend of food is designed for sensitive stomachs and is ideal in boarding situations, where new stimuli may cause digestive upset in some pets.

EMERGENCIES

In the rare case of an emergency, we contact you, your veterinarian, and contact our veterinarian on call at VCA Metroplex Animal Hospital. For any health concern that may arise, our pet care professionals maintain a detailed log and provide it to you and your veterinarian. If our vet advises or we feel safety is a concern, your pet will be quarantined to prevent further injury or risk illness.

Wüf Pet Resort & Spa relies on VCA Metroplex Animal Hospital at 700 W. Airport Freeway in Irving. They can be contacted at 972-438-7113 or www.vcapets.com.

SIGNATURE

Upon admission for services, your signature of contract acknowledges your awareness and acceptance of our policies. Thank you for your trust in allowing us to care for your pet, a member of your family and of ours.

Signature

Print Name

Date