



81R Prospect St. Peabody, MA 01960

Hotel Policies

- ◆ The Hotel’s check-in and check-out times are as follows: Monday – Friday: check in: 2pm-8pm, check-out: 6am-11am. Saturday: check-in: 2pm-6pm, check-out: 8am-11am; Sunday: check-in: 4pm- 6pm, check-out: 9am -11am.
- ◆ Hotel and daycare guests need to bring their own food. Changing their diets may result in diarrhea.
- ◆ Please bring all food, treats, and medications labeled with pet’s name, quantity, and directions. There must be a current drug label either faxed over from the veterinarian or on the container with the pet’s medications.
- ◆ If your pet is not eating, Four Seasons Pet Resort will provide a bland diet at the owner’s expense. This includes a meatball or baby food added to their own food.
- ◆ Each canine guest will be assigned to playgroups throughout the day unless otherwise requested.
- ◆ The hotel facilities are very different than home. There is a chance that our guests may be exposed to contagious illnesses, refuse food, fight with other canine guests, soil themselves, be injured, and may incur diarrhea and/or vomiting, weight loss, or a dull coat. We try our best to prevent any of these and try to make our guests as comfortable as possible, though **you release the Four Seasons Pet Resorts from any liability for, but not limited to, these incidents.**
- ◆ Any guest requiring veterinary services/emergency visits will have the services provided by the Borash Veterinary Clinic at his or her owner’s expense.
- ◆ We require every client to provide us with an emergency contact person (an adult over the age of 18). **You agree that your emergency contact person or the Four Seasons Pet Resorts (in the event your emergency contact person cannot be reached) shall be authorized to make any and all decisions, including decisions related to the health of your pet, for you in the event that we cannot contact you.**
- ◆ **In an emergency and natural disaster, you understand it may not be possible to safely evacuate your pet and release us from any liability.**

Initials: _____

Vaccination Policies

- ◆ **We strongly recommend that all vaccines be completed at least 2 weeks prior to your reservation.**
- ◆ Feline guests are required to be current on Rabies and Distemper, have a negative FeLV/FIV test and a negative fecal test for internal parasites. All guests must have a current dose for flea preventative applied.
- ◆ Canine guests are required to be current on Rabies, Distemper and Kennel Cough vaccinations. A negative fecal test for internal parasites must be done once per year, and a negative heartworm test once per year. Guests must be on heartworm and flea preventative.
- ◆ If your pet is not current on vaccines or requires vaccines while at Four Seasons Pet Resorts, your pet will not be allowed to participate in playgroups and will go outside alone or with other family pets. A waiver must be signed.

Initials: _____

Fees Policies

- ◆ All estimates are based on the owner’s weight estimate. Final prices may vary based on the guest’s actual weight.
- ◆ Any guests who require nail trims will have their nails trimmed by the staff at the Four Seasons Pet Resorts at the owner’s expense.
- ◆ Reservations require a 25% deposit. Deposits will be refunded with a five-day notice prior to the guest’s arrival date. Any reservation three weeks or longer in duration requires a 50% deposit.
- ◆ A half-day fee applies for late pick-ups or early drop-offs.
- ◆ All balances must be paid in full before a guest’s departure.
- ◆ **Any unpaid balances will be charged to any credit card on file with the Four Seasons Pet Resorts.**
- ◆ If the Four Seasons Pet Resorts feels that your pet has been abandoned, you will receive a letter and must respond within 5 days or we will dispose of your pet as we see fit. **Abandonment does not release you of your obligation for payment of services rendered, and you shall remain liable to us for the court costs and reasonable attorneys’ fees incurred in the collection of payment.**

Initials: _____

I have read the above terms and agree with the conditions.

Signature: _____ Date: _____ ◆