



930 E Riggs Road, Chandler, AZ 85249

(480) 895-4683

Hsresort@heartstringspetresort.com

## **SERVICE REQUIREMENTS**

### **Vaccinations**

**Vaccines must be administered prior to arrival**

#### **Required Vaccines:**

Bordetella

Rabies

Distemper/Parvo (DHPP, D2PP, etc.)

The Parainfluenza is not required but is recommended!

### **Cancellations/Reservation Changes**

Boarding stays that are 7+ nights and boarding over a major holiday will require a \$100 deposit. The deposit will be applied to your stay so long as any major date changes are made at least 72 hours prior to your check in day. If you need to cancel your stay, your deposit is refundable so long as we are notified of the cancellation at least 72 hours in advance.

### **Contagious Diseases**

If your pet has been diagnosed with any contagious disease they are unable to stay in the facility until cleared by a veterinarian. If a contagious disease is suspected during their stay, your pet will be quarantined away from other dogs. You will be contacted immediately and asked to come pick up your pet. If you are unable to your emergency contact will be contacted. If there is no one who can pick your pet up they will remain quarantined for their stay and will not be allowed in any room that other dogs may use.

Please remember that "kennel cough" is a common occurrence in facility's where dogs play together. During holidays or busy seasons it is more common. "Kennel cough" is essentially a doggy cold. If there is a suspected case the staff will remove that dog immediately and they are not allowed back until cleared by a vet. If your pet was present in the room with that dog you will be notified of the potential exposure. You will not be forced to keep your pet home unless they begin showing symptoms. Geriatric pets are more susceptible to illness.

### **Minor Injuries; Scratches/bumps/etc.**

Please remember that dogs will be dogs. Nails and teeth are involved in their playing and occasionally a scratch or small puncture may happen due to this. Our staff always monitors them while playing but sometimes a small scratch might happen that we do not see. If it is noticed, you will be notified. If staff is worried they may hurt themselves further they will be pulled from group play for the day and you will be notified.

**For pets who are boarding in the same suite - staff is not present 24/7 and sometimes siblings get into little arguments if they are stressed out. If you have any concerns that your pets may do this please let our staff know so that we can separate them overnight. If a minor argument happens over night when staff is not present a small scratch or puncture might not be noticed.**

### **Baths**

Dogs with boarding stays of 5 or more nights automatically have a bath added to their stay. We do offer a hypoallergenic shampoo as well. If there is any reason your pet cannot be bathed please notate that here:

NO BATH       HYPOALLERGENIC SHAMPOO

Please keep in mind we are not professional groomers. Our baths are to clean your pet up a bit before they come home as playing with other dogs every day can get a little dirty! If you select the "no bath" option your pet may come home a little dirty and smelly from playing with their friends.

### Geriatric Pets

Geriatric pets in decent health are welcome however, are more susceptible to illness and anxiety. Please keep in mind your pet's anxiety level when deciding to board. If they are too stressed during their stay, staff may contact you or your emergency contact to see if they can be picked up. If you are worried this may happen please consider getting an in-home dog sitter through Rover or Facebook.

### Group Play

Pets must be at least 4 months old and have received the complete series of its puppy vaccines. Depending on the vet that is either 3 or 4 rounds of vaccines.

Staff is willing to work with all different temperaments when it comes to group play however, we are not dog trainers. We are not able to spend hours slowly integrating a pet into group. We do take our time and introduce them slowly to ensure they are comfortable but if we feel your pet is too scared, anxious or under socialized we will not be able to place them in group and we will recommend seeking professional training before attempting group again.

### Temperament Test

**A temperament test is performed on the first day of your pet's stay. It is recommended you make a 1/2 day of daycare reservation prior to your first boarding stay.**

The word "test" is a bit deceiving. We will use the information provided by owner in conjunction with a slow introduction to a dog who is on our list of "intro dogs". These are well mannered, very social dogs who can read other dogs cues well. If they do well we will continue introducing them to more dogs until we are able to determine if they can play in group. If they are not comfortable with group play, so long as they are not a safety hazard to staff or other dogs, we can have them play privately with a staff member. If staff believes they are a safety hazard, we will not be able to have them attend daycare or boarding.

**Your signature states that you have read this entire agreement and you agree to its terms.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

### Emergency Contacts

Please list anyone we can call incase of an emergency if we cannot get ahold of you.  
Someone you trust to speak on your behalf.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Name

\_\_\_\_\_  
Phone Number