

# DIGS Dog Hotel Policies

## Vaccinations, Medications, and Feeding

We want all of our guests to have an exceptional time while they're in our care, and in order to do so, we require that all owners complete the DIGS guest registration as well as provide us with a copy of your dog's vaccination records. This is an opportunity for you to give us important information about your dog, so we can tailor our care to the needs of each individual guest.

For the comfort and safety of all our guest, we require the following vaccinations:

- Rabies vaccination
- Distemper combination vaccination
- Bordetella vaccination
- All guests over 9 months must be spayed and neutered

Upon the receipt of this paperwork, DIGS will schedule a socialization evaluation with you and your pup! On the day of your pup's evaluation, your dog will slowly be introduced to some fellow guests. In order for your pet to get acquainted with their environment as well as being around a large group of dogs, we only bring out one or two dogs at a time, so your pet does not become distressed. These evaluations are meant for us to see how your pup gets along with our other guests. We will also at this time determine their playgroup assignment.

Because dogs may be prone to sensitive stomachs and food allergies DIGS does not offer snacks. DIGS requires that owners provide their dog's preferred food. It must be prepared in the correct serving size quantities. Be sure to include enough of your dog's food to cover their entire stay. This will ensure that your dog will stay consistent in their diets and prevent accidents.

## Hotel Cancellations and Refunds

DIGS has a 48-hour cancellation policy. We understand that sometimes plans change and emergencies happen, however, any alterations made to reservations without a 48-hour prior notice will be charged the full amount for the rest of the stay. Hotel reservations require a 10% deposit of the full balance due.

***We've altered this policy due to the Covid -19 pandemic and will remain flexible in our non-holiday cancellation policy. We will resume our normal refund and cancellation policies beginning on January 1, 2021.***

DIGS does not offer after hours pick up. This is a strict policy for the safety of all of our guests.

## Daycare Cancellations

There are no cancellation penalties for scheduled daycare- Note that we ask that cancellations and reservations are made 48 hours in advance if possible. This helps to ensure we have adequate coverage to care for all of our guests.

# Holiday Refunds and Cancellations

DIGS requires cancellations be made 7 days in advance. This 7 day period includes reservations made for the weekdays as well as the weekends before and after the actual holiday itself. Any alterations made to reservations without a 7- Day prior notice will be charged the full amount for the rest of the stay. Our reception desk will be closed for pick ups and drops offs for daycare, boarding and grooming on the actual holiday itself.

The 7-day cancellation policy is in effect for the following holidays:

- Spring Break /Easter
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas through New Years

DIGS performs outdoor walks for guests staying in our Hotel on holidays that we are closed.

Boarding is open 365 days a year.

Reservation requests can be accommodated with no administration fees. However changes can only be accommodated based on availability. Date changes that are made to an existing reservation may include additional charges.

For example: A reservation date change request is made. The only available suite on the new date is an upgrade to a larger suite. The difference in suite price is the responsibility of the owner. If a smaller suite is available a refund is issued on the difference. Cancellation policy timelines will apply to the form of the refund.

## Lost & Found

Lost items are kept in the facility for 30 days. After 30 days, items are forfeited and become property of DIGS.