

Bows and Bandanas Pet Salon & Resort  
7019 State Highway 56  
Potsdam, New York 13676

## **Policies and Procedures**

### **Hours open to the public:**

**Tuesday-Saturday:** 9:30am-5:30pm

**Monday:** 11:30-4:00

**Sunday:** 1:30-5:30

**We are closed to the public on the following days:**

- Easter Sunday
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day
- Christmas Day
- New Year's Day

The day prior to Thanksgiving, Christmas Eve and New Year's Eve we will close at 2:00 pm.

### **Sick or Ill Pets**

If your pet is sick, we are unable to board him/her. Your pet would be better served staying with his/her veterinarian. Thank you for understanding that we need to keep our environment free from bacteria and disease.

### **Late pick-up for check-out:**

Clients not picked up by closing must be picked-up the following day.

Under special circumstances we may accommodate an after hours pick-up. This must be arranged with and approved by BBPR management. An additional fee may be added to your bill for this service.

### **Vaccination Requirements:**

Dogs must have current DHLPP, Rabies and Bordetella (No exceptions). Vaccinations **should** be given at least 10 days prior to your pet's stay. Having your pet's shots up to date is an important step in protecting his/her health and the health of our other guests. No dog will be permitted to board unless his/her vaccinations are up to date. You must present proof of vaccination as provided by your vet upon check-in (a receipt or shot/health record directly from your vet, **unfortunately we cannot accept a health record with checked boxes**. We must have an indisputable form of proof. For your convenience, we will accept a copy faxed to us directly from your vet, sorry, no emails. Before you board with us, be sure your dog is protected. We will not make any exceptions to this policy.

### Cat Vaccinations:

Feline Distemper (Standard Series), and Rabies.

### Illness and Health Related Issues:

Of course we want your pet to remain healthy while staying at our kennel, but from time to time a guest becomes ill. If your pet gets sick we will follow the choice you selected on the original contract, or the last made contract amendment modifying that selection.

If our staff believes your pet's life may be in jeopardy, we may not make an attempt to contact you prior to transporting him/her to a veterinarian.

While we will try to take your pet to the vet of your choice, sometimes circumstances prevent us from doing so. Typically we do not charge to take a dog to the vet. That's part of taking care of your dog and you've already paid us to do that! Note that if your pet requires repeated trips to a vet during his/her stay, appropriate charges will be billed to your account. You will also be responsible for any vet bills.

### Visitor Policy (in the area where dogs are kenneled)

Visitors are allowed in the kennel areas on a case-by-case basis. All visitors must be accompanied by a staff member and may not enter any of the housing runs. Also, visitors may not touch or attempt to come into contact with pets for health and safety reasons. Any person who is allowed in the housing areas and violates or attempts to violate the above policy will be asked to leave and will not be allowed to return to the housing area.

### Fleas & Ticks

Insect control is very important in reducing the spread of insects, disease and other health issues. We recommend that you consistently treat your pet for fleas and ticks. If fleas or ticks are found on your pet while boarding, we will initiate treatment. A charge for this service will be added to your boarding account.

### Shared Suites

Two or more pets may share a suite provided they do not fight, and do not develop abnormal symptoms (diarrhea, vomiting, etc). ***Pets will be separated at our discretion; single-room prices then apply***

### Aggressive Fees and Surcharges

If your pet is aggressive/difficult to handle, there may be a surcharge added to your boarding bill.

We **DO NOT ACCEPT HUMAN-AGGRESSIVE PETS**. Pets found to be human-aggressive will be subject to a daily fee of no more than \$50.00. Large human-aggressive dogs will be subject to the maximum (\$50.00 per day) fee.

### Damage Inflicted by Pet

Owners are responsible for any damage done by their pet while boarding with us.

### Check-Out Time

There is no charge for departure day, if you pick up by 5:30pm.

### **Deposits**

Deposits must be made in advance to guarantee holiday reservations. Deposits apply to all clients and will be strictly enforced due to the volume of clients we are unable to accommodate over holidays.

### **Customer Supplies Pet's Food**

Because we believe it is better not to change your pet's diet and environment at the same time, we ask you to bring your pet's food from home. House food is available. If you prefer to use our house feed, we will add the appropriate charges to your pet's boarding bill.

### **Treat Policy**

We will happily serve your pet most any treat you provide (if your pet is in the mood).

### **Toys and Bedding**

We want your dog to be comfortable while staying with us. You're welcome to bring toys and bedding with you.

#### ***A few suggestions though:***

If you have an expensive dog bed, leave it at home. Dogs behave differently when they are boarding and sometimes shred their bedding. If we find your dog has shredded his/her bedding, we'll take it away (ingested cloth can be a serious medical problem). We do not guarantee that we will return your bedding or toys to you.

If you bring bedding from home, please be sure it is washable. Bedding that is not washable (i.e. able to sent through the washing machine) will be discarded should it become soiled. We want to keep your dog's area clean.