



132 Peters Run Road  
Wheeling, WV 26003  
(304) 242-2200

**Thanks for your interest in Play N Stay Pet Camp's WHEELING LOCATION!**

**Getting started is easy! Just follow these steps:**

**STEP 1:** Read and review the following info. It's **IMPORTANT!** Later, you will be required to agree to the following terms and conditions. You can print this document, for your records, if you'd like!

**STEP 2:** Click the "STEP 2" link on our website [www.PlayNStayPetCamp.com](http://www.PlayNStayPetCamp.com) and complete the new client webforms.

**STEP 3:** Give us 24-48 hours to process your account submission. Then, log onto your new account:

1.) create a password, AND

2.) electronically "sign" the agreements you read below (Click "My Account", then "Agreements")

**STEP 4:** Give us a call to schedule your first appointment OR meet & greet (**REQUIRED**, if your dog is over 50#).

**STEP 5:** Bring your shot records (see below) to your first appointment OR upload them through your online acct.

**That's it! Then you are ready to go!! IF YOU NEED HELP, call us! 304-242-2200**

## **RULES OF THE GAME**

The goal of Play n Stay Pet Camp is to provide a safe, fun and stimulating social environment for dogs. To ensure the safety and health of your pet and of our other guests, we require all of our guests to comply with the following:

**RESERVATIONS:** All boarding, daycare, and grooming is **by reservation only**. Make your reservations as far in advance as possible. Holidays often book up months in advance and weekends fill up weeks in advance, so **PLAN AHEAD!**

**SHOTS: PROOF OF CURRENT VACCINATIONS IS REQUIRED FOR ADMISSION-BRING THEM WITH YOU!** Your dog's registration process is not complete without proof of current vaccinations, including:

- **DISTEMPER/PARVO-VIRUS**- required, and **MUST BE CURRENT**
- **RABIES** - required on dogs over 5 months of age, and **MUST BE CURRENT**
- **BORDETELLA** - (to prevent kennel cough) intranasal vaccine required, and **MUST BE CURRENT**
- **LEPTOSPIROSIS** - recommended yearly, but **NOT** required

Vaccinations must be given at least 48 hours prior to attending PnSPC (7-14 days recommended). If your dog is under doctor's orders not to be re-vaccinated, please supply a note from your vet. Follow your veterinarian's recommendation(s) for vaccinations; they may differ from our requirements. **It is YOUR responsibility to provide on-going verification of current vaccinations. PnSPC will NOT be responsible for calling you or your vet to confirm vaccinations. If you cannot provide proof of current vaccinations, your dog will be turned away.**

**FLEAS:** All dogs must be current on a flea prevention such as Frontline, Advantage, or Revolution. Tick prevention is highly recommended. If your dog is not currently protected from fleas, for your convenience, we can administer Advantix II on intake, at your expense. Dogs who are found to be flea-infested will be given a flea bath, Capstar and Advantix II, at your expense.

**COLLARS:** All dogs must wear a properly fitted nylon, leather, or choker collar during their stay. Harnesses, chokers, and prong collars present a hazard to the dogs during playgroup and will be removed on arrival. Your dog is welcome to wear these tools (or electronic collars) during arrival and departure.

**LEASHES:** All dogs must be restrained by carrier or leash during arrival, departure, and at all times while on PnSPC property. **DO NOT LET YOUR DOG RUN LOOSE WHILE ON OUR PROPERTY**, as it poses a safety risk to other customers and dogs, and causes unnecessary chaos. **Failure to comply will result in your dog being banned.**

**HEALTH:** All dogs must be in good health and have not been ill with a communicable condition in the last 30 days. On admission, all dogs must be free from any condition, which would potentially jeopardize other guests. For sanitary and safety reasons, all dogs over 6 months of age **must be spayed or neutered...NO EXCEPTIONS. All puppies must be at least 16 weeks of age or older, and have completed their Distemper/Parvo vaccination series.**

**HEALTH & WELL-BEING:** Owner authorizes PnSPC to do whatever it deems necessary for the health and well-being of the dog(s). In the event the pet becomes moderately ill or injured, **PnSPC** shall notify the owner, and if the owner cannot be contacted or reached, or if an emergency situation exists which requires immediate action, **PnSPC** is authorized to engage the services of a veterinarian, or to administer medicine or give such other attentive care for the animal that appears reasonably advisable. Owner shall pay such costs as a reimbursement to **PnSPC** immediately upon pick-up of the pet or when the services have been completed.

**MEDICATIONS:** We are happy to give medication to your dog at no extra charge. All medication must come in a clearly marked container (preferably the original container-NO BAGGIES PLEASE!) with the following information clearly marked on the container: Dog's Name, Name of Medication & Strength, Dosage per day or "if needed" (let us know at drop off what doses have already been given that day).

**CRATE OPTION (St. Clairsville ONLY):** Although we are very proud of our doggie bedrooms, we recognize that some dogs prefer a crate...it's what they know and provides a feeling of security when the dog's owner is away from home. If you would like your dog to be crated at night and at mealtime/naptime, please inform our staff at check-in. Choosing the crate option gets you a 5% discount on your entire boarding stay.

**MEET and GREET:** A "meet and greet" evaluation/interview is REQUIRED for all dogs over 50#, prior to becoming a Play N Stay client. Some breeds are restricted, due to insurance, and various other reasons. Please call if you are concerned that your breed may be affected. There is a fee for the meet and greet, plus the cost of daycare.

**BEHAVIOR:** All dogs must be non-aggressive. Owners will need to certify that their dog(s) have not harmed or shown any aggressive or threatening behavior towards any person or animal. Aggressive behavior towards other dog(s) or cat(s) must be documented. Dogs exhibiting aggressive behavior that cannot be managed safely will be banned from future stays at PnSPC. Please be sure to alert our staff if your dog has recently been attacked or bitten by another dog, as it could effect group dynamics and pose a safety risk for staff and dogs. Please also alert our staff if your dog has been playing in a group of dogs (such as a dog park), without PROFESSIONAL supervision, as this can negatively effect group dynamics.

**DAYS, HOURS, and PROMPTNESS:** **Unscheduled appointments interfere with the interactive nature and security of our facility. Pick-ups, drop offs, and tours are scheduled by appointment only. Call to make a reservation.** For the safety of our dogs and staff, we appreciate your promptness. Please do not be more than 10 minutes early or late for your appointment. If you need to adjust your time, please call!

**BILLING POLICIES:** Payment for all services is required when your dog(s) are picked up. We accept Visa, Mastercard, Debit/Check Cards, and Cash. It is the policy of Play N Stay Pet Camp to process any check over \$100. electronically through TeleCheck. Please be prepared to provide a current driver's license for checks over \$100.

- **Boarding (dogs spending the night):** Prices are as posted, and are billed by the night. There is a full nights charge for the day of arrival (like a human hotel). Dogs checking out prior to 12 noon will not be charged for the day of departure. Any departures after 12 noon will be billed for a full day of daycare. There are discounts for multiple dogs and extended stays.
- **Billed by size:** Pricing for boarding and daycare is determined by the weight of your dog. Prices are posted on our website.
- **Daycare:** Day-care rates are as posted . Day care is defined as dropping off and picking up in the same day. Day care must be scheduled in advance.
- **HOLIDAYS: New Year's Day, Easter, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve:** There will be a \$5.00 charge for dogs who are in our care on these holidays. No pickups or drop-offs on **Easter, Thanksgiving, Christmas Eve, and Christmas.** Pick-up and drop-off times on all other holidays are limited.

**DEPOSITS:** Deposits are required to book a stay. Deposits are calculated as follows: 3 day stay or less requires a \$25.00 deposit (per dog), 4 to 9 days stays require a \$50.00 deposit (per dog), 10 days or more require a \$75.00 deposit (per dog). Cancellations must be given 24 hours prior to your intended arrival date, in order to have any deposits refunded, otherwise the deposit is forfeited. Waiting lists are common throughout the summer and all major holidays, and we encourage booking early (DEPOSITS HOLD ROOMS). SPACE IS LIMITED! For your convenience, deposits can be kept on file, to help expedite the process when making a reservation.

**CANCELLATION POLICY:** You must cancel your DAYCARE appointment PRIOR TO your scheduled appointment time. If you FAIL TO CANCEL ("No Call/No Show"), a \$10.00 fee will be assessed to your account, which must be paid at the next appointment. In order to avoid a penalty, you must cancel your BOARDING appointment at least 24 hours prior to your appointment time. If you cancel LESS THAN 24 HOURS PRIOR to your appointment ("Late Cancel") or you FAIL TO CANCEL ("No Call/No Show"), and your reservation WAS NOT secured with a deposit, a \$10.00 fee will be assessed to your account, which must be paid at the next appointment. These fees are **MULTIPLIED by the number of dogs scheduled.** If your boarding reservation WAS secured with a deposit (new or infrequent customers, or peak/holiday seasons), and you cancel LESS THAN 24 HOURS PRIOR to your appointment ("Late Cancel") or you FAIL TO CANCEL ("No Call/No Show"), your deposit will be forfeited.

**EARLY RETURN/DELAYED DROP-OFF POLICY:** If you cancel one or more nights of boarding without 24 hours notice, but your dog is still staying for part of the reserved stay, we will assess a "delayed drop off" fee of \$10.00 per dog and/or an "early return" fee of \$10.00 per dog.

**DAMAGES:** We make every attempt to provide your pet with the finest quality care in a secure, but home-like environment. Our staff, our facility and our furnishings reflect this special care and attention. Although we are a secure facility, we make no claims of being "destructive dog-proof". In order to provide the best possible boarding accommodations for your pet at reasonable rates, we cannot absorb the cost or responsibility for damage done to our facility by destructive dogs. **IT IS THE RESPONSIBILITY OF THE PET OWNER FOR ANY AND ALL DAMAGES DONE TO OUR FACILITIES AND/OR FURNISHINGS. YOU WILL BE BILLED FOR DAMAGES WHEN YOU PICK UP YOUR PET.** Please remember that we have the right to refuse services. Heavily destructive dogs will be banned from future stays at our facility.

**WHAT TO BRING:** Please bring collar, leash, food, treats, and any medications needed for your dog. **We supply all bedding, toys, and bowls.** Do NOT bring rawhide bones or foam, cedar, or unwashable beds. Please clearly mark all belongings with your dog's name. We are not responsible for any items lost or destroyed.

**FENCES:** When you are on PnSPC property, please DO NOT approach our fences, and do not allow your dogs or children to approach our fences! The excitement level caused by the dogs in group being overly-stimulated can cause a major safety issue for our staff and dogs. We know you want to see them, but we just can't take the risk. Please refrain from engaging them in any way.

**MARKETING/PHOTOGRAPHS:** Photographs, videotape or digital recordings are taken of the facility, dogs, cats, customers and staff on a regular basis for, among other things, use in advertising by PnSPC, to post pictures or videos of my dog on the PnSPC website or social media sites for educational, entertainment or promotional purposes. Owner acknowledges that all such images are the property of PnSPC. Owner gives PnSPC and persons authorized by PnSPC consent, permission and authorization, without compensation, to use the images in any form.

**TIME IN HOME:** It is important that new pets have time to acclimate to their new home. PnSPC does not accept dogs or cats who have been in your home for less than 3 weeks.

### Service Agreement

I entrust Play N Stay Pet Camp (PnSPC) to care for my dog(s) for his/her boarding stay and agree to all of the terms and conditions set forth in the "Rules of the Game" and this Service Agreement. I understand that these agreements shall govern each time my dog stays at PnSPC.

1. PnSPC agrees to provide day care, boarding, and/or grooming for the animal(s) set forth in the dog profile, and to provide other services as agreed to by and between the dog owner and PnSPC at the rate agreed upon.
2. PnSPC pick-ups and drop-offs are scheduled by appointment only. Owner understands that PnSPC office is staffed by appointment only.
3. The parties understand and acknowledge that PnSPC has agreed to render services as described herein based upon the owner's representation that the dog is healthy and has received all required and customary vaccinations, does not suffer from any disability, illness, behavioral characteristics or conditions which could adversely affect another pet being cared for or by PnSPC.
4. Owner further assures PnSPC that the owner's pet is not aggressive, and has not at anytime in the past harmed or shown aggression or threatening behavior towards any other person or pet. Owner further assures PnSPC that there is no history of the dog(s) destructive behavior as a result of being confined in a small area. Notwithstanding such assurances, if the dog's behavior results in any injury to persons or property, the owner shall bear the full expenses resulting from such conduct.
5. Owner understands that there are inherent and potential risks involved with interactions between humans and dogs, as well as between dogs and other dogs. Owner assumes and understands that the pet is in an environment where other pets shall be located together in a social atmosphere, and that PnSPC, it's owners, or staff, shall not be liable for the damage caused to the animal by injury or escape or other episodes, which may or may not be caused by or from another animal. Owner agrees that the owners shall remain liable for any damages that the animal may cause, including injury, bites, aggressive behavior, damage to property or other animals. Owner agrees that PnSPC, it's owners, and staff shall not be liable for any loss or damage to the animal by any cause, including (but not limited to) fire, theft, sickness or escape of animal, and bodily injury to human or animal.
6. The pet may be isolated and kept apart from other animals, should PnSPC in its reasonable belief or the reasonable belief of its employees or other agents, determine that the animal may be in danger or may endanger other animals by virtue of it's conduct, behavior, or aggressive propensities. Owner understands that PnSPC desires to maintain the health, reasonable care and comfort of all animals within its care facility, and to adequately provide for the safe keeping of such animals in which they have in custody.
7. Unless agreed to in writing, the owner entrusts PnSPC in caring for the owner's pet(s). Should any decision affecting the handling of the pet become necessary as the result of inclement weather or other natural causes relating to such a decision, PnSPC, its agents, and employees shall use reasonable judgment given the circumstances of the event or happening. (Example: We have the right to move your dog to another facility, in the case of a fire or other natural disaster at our facility.)
8. PnSPC shall not be held responsible in the event that a female dog does become pregnant during her stay at PnSPC.
9. PnSPC will not release your dog to anyone but you without prior written notification.
10. Owner agrees not to neglect to pick up their dog at the scheduled pick up time without providing notification of the change. Any dog that is left at PnSPC without any contact, instruction, or notification of owner, of the ability, willingness, or plans to pick him/her up by the owner or owner designee, will be considered to be abandoned upon the seventh day of such notification failure. Owner understands that if owner abandons their dog at PnSPC, PnSPC will, by default, become the legal owner and guardian of the dog. PnSPC will, in its sole discretion, determine whether to try to rehome and adopt the dog or will relinquish the dog to an unrelated shelter of its choice. Owner understands that in the case of abandonment, they may be unable to retrieve possession of the dog and will have no recourse against PnSPC.

I certify that I have read the rules and regulations set forth on the preceding pages and that I thoroughly understand this agreement. I agree to abide by the rules and regulations and accept all the terms, conditions and statements of this agreement.

**NOTE: YOU WILL BE REQUIRED TO ELECTRONICALLY "Sign" THESE AGREEMENTS LATER IN THE REGISTRATION PROCESS!  
We can NOT admit your dog to Camp without the electronic signature. If you need assistance, PLEASE call us at 304-242-2200!**