



IMPORTANT INFORMATION—PLEASE READ CAREFULLY!

Bone Voyage Pet Resort General Rules & Policies

BUSINESS HOURS:

Monday – Friday: 7:30 am- 12:00 pm and 2:00 pm – 7:00 pm (**CLOSED** 12 pm – 2 pm)
Saturday: 8:00 am – 12:00 pm Sunday: 9:00 am – 11:00 am and 4:00 pm – 6:00 pm

It is the responsibility of the customer to read this agreement. BVPR is not responsible for customers not reading, and therefore not being aware, of rules such as business hours, not providing current vaccine info, pricing policies, etc.

RESERVATIONS

- Holiday & summer bookings fill up very quickly so reservations should be made well in advance. Reservations can be made at bonevoyagepetresort.com by clicking on “Fetch a Reservation” at the top of page to create your account.
- There is a \$50 non-refundable deposit required to book holiday & summer reservations. This will be applied to your bill at Check-out.
- BVPR is closed to the public (no check-ins or check-outs) on the following Holidays: New Year’s Day, Easter, Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas Eve & Christmas Day. Our facility is fully staffed for our furry guests!
- There is a **minimum** 2-day Boarding stay on Holidays. Owner will be responsible for full amount of scheduled stay even if pet(s) are picked up early.
- If possible, we kindly request at least a 24-hour notification for Boarding, Daycare & Grooming cancellations.
- With owner’s approval, pets in same family can board together. Under no circumstances will pets not in the same family be allowed to board together. For their safety, dog siblings that have shown any aggression to each other in the past will not be allowed to board together even with owner’s permission.
- Vet Vaccination records **must** be received at least 24 hours prior to Check-in. Records can be faxed to 919-329-9894 or emailed to info@bonevoyagepetresort.com. Customers can also upload records through their online account. Pets that do not have required vaccines will **NOT** be allowed to board under any circumstances.

CHECK IN/CHECK OUT

- Check-out time is by 12 pm. Pet(s) checking out after 12 pm will be charged for that days Boarding. If possible, Check-in is no later than 30 minutes prior to close of each shift.
- Pets are not allowed to Check-in or Check-out during non-business hours. Please note our Business Hours above specifically that we are **CLOSED** each weekday from 12 pm – 2 pm.
- The following methods of payment are accepted: Cash, Check, Visa, MasterCard, Discover, American Express & Bone Voyage gift certificates. Payment is due by Check-out.
- For the safety of all our guests, pets that do not have proper vaccination documentation will **not** be allowed to board. There is a 7-day waiting period to board after receiving the Bordetella vaccine so please plan accordingly!
- Pets that require medication will need to fill out a separate medication form. Medication should be clearly marked & in original container. Do not put different pills in the same container! This is a NC Department of Agriculture requirement that must be followed & is crucial to your pet’s safety. There is a \$3 a day fee to dispense medication.
- **For the safety of all pets, customers and employees, all dogs must arrive and exit on a leash or in a carrier. Leash should not be taken off at any time and pets cannot not run free in lobby.** All cats **must** arrive & exit in a cat carrier.
- **Do not let your dog greet another dog in the lobby.** Just because your dog is dog-friendly does not mean that the other dog is. Some dogs are very sweet but act out on leash. Keep leash length at a minimum & your dog close to you. We do not recommend retractable leashes for many reasons, but if used, they should be in the **locked** position with no more than 4 feet of leash given.
- Dogs that arrive with fleas will be required to have a flea bath which is bath rate plus \$5-\$15 depending on degree of infestation and size of dog **OR** Owner can purchase a Cap-star flea pill for \$15.
- There is a \$10 late fee for all dogs not picked up by normal closing hours starting ten minutes after closing. This fee will accrue every ten minutes thereafter.

DAYCARE

- Daycare is designed for social dogs to play & have fun. Safety is our primary goal. There is a one-time non-refundable temperament evaluation of \$20 on the first day to see if Daycare is a good fit for your dog.
- Daycare is available half-days (\$11.50) or full-days (\$23).
- Dogs that are not picked up by closing will be considered overnight guests & charged for boarding.
- Daycare fees are based on a single visit or a package. Daycare packages are non-refundable.
- All Daycare dogs are required to wear a harness. Harnesses can be rented for \$2 a day or purchased in the lobby.
- Dogs must be spayed or neutered by six months old to participate in daycare.

HEALTH AND SAFETY

- All guests must have signed agreements on file to Board, attend Daycare or receive Grooming services.
- All guests must be in good health & must not have been exposed to any contagious or communicable illness within a 30-day period prior to check-in.
- Bone Voyage advises against Boarding guests that have a terminal illness & are in the late stages of that illness.
- Pets must possess a temperament that allows staff members to be able to properly care for them. Allowances may be made for specific circumstances but pets cannot pose a danger to staff members.
- **Some dogs that do not board often or are easily stressed can develop Colitis which is an inflammation of the intestinal tract. This can cause diarrhea & vomiting but a quick trip to the vet for medication usually clears this up quickly. Bone Voyage Pet Resort will not be held liable in any way if this occurs.**
- If pets that are Boarding together have any altercations, they will be separated & owner will be charged extra fee for boarding pet(s) in another room.
- We must be notified if your dog was fed within one hour before arriving for Daycare at BVPR. It is best to eat at least an hour prior to playing due to the risk of bloat which can be caused by playing too quickly after eating. If dog has eaten within the hour, we will let them rest in a suite until it is safe to play.

VACCINATION REQUIREMENTS

- The following vaccinations are required & veterinarian records must be received at least 24 hours prior to Check-in:
Dogs: Rabies (1 or 3 year)
Distemper/Parvo: (1 or 3 year)
*Bordetella: 1 year
Cats: Rabies (1 or 3 year)
FVRCP (1 or 3 year)

***7-day waiting period to board after receiving Bordetella vaccine. We recommend this waiting period on ALL vaccinations.**

- A negative fecal test within 1 year is required for cats & dogs.
- We accept Titer testing in lieu of Distemper/Parvo vaccination with proper veterinarian documentation.
- Puppies over 18 weeks of age must have their full series of vaccinations including rabies.
- Similar to the flu, there are many strains of the Bordetella virus & the vaccine protects against the most common strains. However, **even if your dog(s) has/have received the Bordetella vaccine and/or other vaccinations, there is a chance that they can still contract Kennel Cough and/or any other illnesses/diseases they received vaccinations against. BVPR will not be held liable in any way if this occurs.**

BELONGINGS

- Beds from home are not accepted. We provide cots, beds, blankets & bowls.
- A small washable blanket, t-shirt (for smell of home) and/or a max of three small toys is acceptable. We do not allow rawhide bones or bully sticks due to choking hazard. We do allow toys with squeakers inside but please be aware they can also be a hazard. If we feel any toy is not safe, we will remove from pet's room. We always put the pet's safety first!
- Please make sure all belongings are clearly labeled with pet's first **and** last name. BVPR is not responsible for misplaced or damaged items.

VISITATION AND TOURS

- Tours are available anytime during business hours. For your convenience, we do not recommend touring during early morning or late afternoon when there is a higher volume of pets checking in & out.
- Pets or small children are not allowed on tours.
- We do not allow visitation during Boarding or going back to kennels with pet at Check-in. We understand you miss your furry family member but visits can be confusing to your pet(s). Owners are welcome to call, text or email as often as they like to check on their pet(s) free of charge.

FOOD

- We highly recommend bringing your pet's own food to prevent possible digestive issues that can occur with changing foods and/or a new environment. There is a \$3 a day charge to use our food.
- Pet food should be clearly labeled with dogs first **and** last name.
- **Please make sure to let us know if dog(s) boarding together need to be separated when eating.**
- Food should be placed in the smallest possible container. Please do **not** bring large bags or containers of pet food for short stays. Storage is very limited. Pre-portioned Ziploc bags with each meal are welcomed & very appreciated.
- The feeding schedule is two times a day but we will give additional meals upon request.
- Please bring extra food in case there is a delay in picking up. If your pet runs out of food & we cannot feed our food, there will be a \$10 trip charge to pick up food for your pet(s).