



ASSUMPTION OF RISK

OWNER/GUARDIAN ACKNOWLEDGES AND IS AWARE THAT THE EMPLOYEES OF WAG HOTELS ARE NOT VETERINARIANS AND DO NOT HAVE BACKGROUNDS IN ANIMAL MEDICINE AND ARE NOT EXPECTED TO DIAGNOSE OR DETECT ILLNESSES IN THE GUESTS THAT ARE STAYING AT A WAG HOTELS LOCATION. IN ADDITION, OWNER/GUARDIAN ACKNOWLEDGES AND IS AWARE THAT VACCINES DO NOT PROTECT AGAINST ALL COMMUNICABLE ILLNESSES THAT MAY AFFECT A GUEST. OWNER/GUARDIAN ACKNOWLEDGES AND AGREES THAT THEY ARE ASSUMING (I) ALL RISK OF ILLNESS, DISEASE, HARM OR OTHERWISE TO THEIR PET BY ALLOWING THEIR PET TO STAY AT A WAG HOTELS LOCATION AND (II) ALL RISK OF DAMAGES CAUSED BY THEIR PET TO OTHER PETS, TO ANY WAG HOTELS' EMPLOYEE OR AGENT OR TO ANY WAG HOTELS' ASSET AND THAT WAG HOTELS SHALL HAVE NO LIABILITY FOR ANY HARM TO SUCH PET.

Reservations

- A room can only be guaranteed if the reservation is confirmed in advance
- A reservation can only be confirmed if the following is on file:
 1. A valid credit card
 2. Proof of current vaccinations
 3. Signed copies of our House Rules, Stay and Services Agreement and Guest Profile
- Check-in and check-out is available 24 hours a day, 7 days a week, and 365 days per year.
- Room rates for a full night are incurred on a 24 hour basis from the time of check-in. 1/2 day room rates are incurred for each 12 hours beyond 24 hours.
- Reservations of 20 nights or more require a 50% deposit at the time of booking.
- Reservations may be cancelled by Wag Hotels due to non-performance by Clients with regards to the following items:
 1. Vaccinations
 2. Credit Cards

Health

Wag Hotels will not accept the following:

1. Guests that have a terminal illness and are in the late stages of that illness.
 2. Guests that require medical treatment beyond the dispensing of oral and topical medication (i.e. shots, drains, bandage changes, suture removal, etc.).
 3. Guests that are not capable of walking, urinating and eliminating without assistance.
- Wag Hotels recommends that all Guests be on a regular internal (i.e. worms) and external (i.e. fleas and ticks) parasite treatment program. If external parasites are discovered upon check-in, a flea bath will be required at owner/guardian's expense. Additionally, if internal parasites are discovered during their stay treatment and/or Specialized Care fees may apply.
 - If a pet has been diagnosed with a communicable illness (i.e. Giardia or Kennel Cough), Wag Hotels will require veterinarian documentation proving a clean health record after treatment and/or medication has been administered and completed. This information needs to be faxed in advance to: San Francisco (415) 520-9377, West Sacramento (916) 373-0656 or Roseville (916) 244-0424.
 - Wag Hotels' reserve the right to decline reservations to Guests that may require additional assistance beyond our Specialized Care Program. Any Guest displaying signs of the following (but not limited to) will not be accepted: incontinence, severe lack of mobility, epilepsy, diabetes, etc.

Vaccinations

Canine Guests

- All Guests must be at least (4) months of age to stay at Wag Hotels.
- All Guests must provide proof of current vaccinations or proof of sufficient immunity against Rabies, DHPP, and Bordetella.
- Bordetella must be administered at least (11) days prior to check-in if it has expired or has never been administered.
- Vaccination documentation must be confirmed three (3) days prior to check-in for non-holiday periods and (10) days prior for holiday periods.

Feline Guests

- All Guests must be at least (4) months of age to stay at Wag Hotels.
- All feline Guests must be spayed or neutered.
- All Guests must provide proof of current vaccinations or proof of sufficient immunity against Rabies, FVRCP, and FeLV.
- Vaccination documentation must be confirmed three (3) days prior to check-in for non-holiday periods and (10) days prior for holiday periods.

Non-Holiday Cancellation Policy

- Cancellations which occur within three (3) days prior to check-in for non-holiday periods will result in a (1) night charge per guest to the credit card on file, regardless of when the reservation was made. To avoid charges, please cancel non-holiday reservations at least three (3) days prior to arrival with us.
- Any date changes made to a reservation within (3) days of the original arrival date will result in a (1) night charge per guest to the credit card on file.





Holiday Cancellation Policy

- Cancellations which occur within (10) days prior to check-in for holiday periods will result in a \$100 charge per guest to the credit card on file, regardless of when the reservation was made. To avoid charges, please cancel holiday reservations at least 10 days prior to arrival. During our holiday periods, if your pet is picked up prior to the scheduled day of departure, you will be charged for the duration of your reservation.
- During holiday periods, any date changes made within (10) days of the original arrival date will result in a \$100 charge per guest to the credit card on file
- Hotel tours will not be available during holiday periods.
- Holiday periods determined by Wag Hotels are:
 1. New Year's Eve: December 31
 2. President's Day: February 15
 3. Easter: April 4
 4. Memorial Day: May 31
 5. Independence Day: July 3-6
 6. Labor Day: September 6
 7. Thanksgiving: November 24-27
 8. Christmas: December 23-26

Holiday Minimum Stay Policy

- We have a minimum stay requirement of (3) nights for peak holiday periods are (3) nights, as referenced below:

Three-night minimum stay

Independence Day: July 3-6
Thanksgiving: November 24-27
Christmas: December 23-26

Intake Forms

- Every Guest staying at Wag Hotels must have a completed Guest Profile and signed copies of our House Rules and Stay and Services Agreement on file before his/her first stay. This profile is designed so that we can get to know each Guest on a personal level. These documents may be faxed or emailed to reservations@waghotels.net.

Playgroups

- All canine Guests of Wag Hotels will be assigned to a playgroup based on their temperament. A regular stay at Wag Hotels includes (2) playgroup sessions daily.
- Intact male Guests are not allowed to participate in playgroups, but can stay at Wag Hotels in the Specialized Care Program. Additional fees will apply.
- Unspayed female Guests are allowed to participate in playgroups provided that they are not in heat. If they are in heat or come into heat during their stay at Wag Hotels, they will be enrolled in our Specialized Care Program. Additional fees will apply.
- Wag Hotels maintains a diverse variety of playgroups in an effort to accommodate all Guests. Guests participating in playgroup must have the physical ability to run, jump, chase, be chased, or roll-over. If a Guest can not or should not participate in playgroups then our Specialized Care Program must be selected. Additional fees will apply.

Specialized Care Program

- Wag Hotels Specialized Care Program encompasses (2) categories: Behavioral and Medical. Guests placed into the Specialized Care Program may incur fees of \$35 or \$50 additional per day. A Guest may be enrolled in the Specialized Care Program during their stay, at the discretion of the Wag Hotels staff, if needed for the Guest's safety, or the safety of other Guests.
- Reasons for the Specialized Care Program include, but are not limited to: intact males, unspayed females that are in heat, Guests that are dog aggressive and display behavior that is not conducive to safely playing with other Guests, or that are human aggressive and display behavior that is not conducive to the safety of Wag Hotels' Staff and Guests that have medication or feeding needs beyond Wag Hotels defined schedules.

Delivery

- Home pick-up and delivery service is available 9 a.m. to 5 p.m. seven days a week. This service should be added to the reservation at time of booking or at least 48 hours in advance.
- Pickup or delivery appointments by Wag Hotels' Staff will be scheduled inside a two hour window.
- Pick-up and delivery outside of stated hours will include an additional 50% of the total computed delivery charge.
- The basic delivery charge of \$35.00 is applicable for a predetermined radius from each hotel location. Each additional mile will incur a \$0.75 per mile charge. Toll charges may apply.

Signature: _____

Date: _____

Name (please print): _____

Pet(s) name: _____

