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## Fetch Me Later Mission

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To provide a trusted source for pet care where each guest is valued, loved and treated as our own.

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## Fetch Me Later Values

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- We value **our guests** above all and hold their health and safety as paramount. This is the measure by which we determine our success.
- We value **our pet parents** and the trust they have gifted us. We will never break this trust. We know that our guests are unable to care for themselves, and we will work tirelessly to ensure they have everything they need to feel loved and comfortable at all times. We will always operate honestly and with integrity, acting in the best interest of our guests at all times.
- We value **employees** with an unfailing desire to learn and improve. We love for our employees to seek out opportunities for education and growth in order to better serve our guests.
- We value our **employees** and desire to help them meet their goals, both personal and professional.
- We value a **fun** atmosphere! Our guests sense it and our employees deserve it.
- We value **respect**. We will treat each other, our pet parents and our guests with the same level of respect we desire in return.
- We value **honesty and integrity**. We will be always truthful with each other and our pet parents. We understand that sometimes things don't go 100% according to plan, and when that happens, we will meet the situation with honesty and work out a resolution with grace.
- We value **our pet parents' time**. We desire to make pet parent's lives as easy as possible. We would like to do whatever we can to alleviate stress from our pet parents and welcome the opportunity to serve.
- Because our guests communicate differently, we value the **opportunity** to listen and pay close attention to our guests so as to be able to read their communication and meet their needs.



# Business Policies

## Hours of Operation

- Our lobby is open and our front office staff is available for pick up and drop off Monday – Friday from 8am – 5:30pm and on Saturdays from 8am to noon. Our lobby is closed on Sundays and holidays.
- Fetch Me Later observes the following holidays: Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, New Year's Day

## Check-In and Check-Out Times

Much like a hotel for our human friends, Fetch Me Later has set check-in and check-out times. We normally can accommodate early check-ins and late checkouts, however there is no guarantee of suite availability. During the busiest times, when we are fully booked, guests arriving early, or checking out late may spend their extra time resting in a crate in between outside play times.

Normal check-in time is 1pm

Normally check-out time is 12 pm.

Guests arriving prior to 1pm will be charged an additional fee of \$15.

Guests not checked out by 1pm will be charged an additional fee of \$15

\*\*Saturday exception: The lobby is open 8am and 12pm for pick up or drop off. We welcome guests to be picked up or dropped off any time within these hours with no additional fee.

Guests not checked out by closing time on the day of departure will need to pay for an additional night of boarding and be checked out the next day. Additionally, there will be a charge of one bedtime potty walk. We will do our very best to keep guests in their suites until parents pick them up, however, please understand that during the holiday and summer times when we are sold out, if guests are not picked up on the scheduled day of departure, they may need to be moved to a portable kennel and therefore require additional breaks.

## Boarding Rates

- **Indoor/Outdoor Patio Suites** were designed with the slightly more active housedog in mind. The interior is finished in residential styling with tile floors, decorated walls, and a glass entry door. The patio is concrete with brick privacy walls between neighboring patios. 24-hour access to the patio is through a transparent flap-style doggie door. Five trips to the play yard are included each



day. Adjoining suites are available.

Room: 5ft x 7ft, Patio: 5ft x 6ft

- Patio suites are \$65 per night for one guest, \$115 per night for two guests staying in the same suite and \$155 per night for three guests staying in the same suite. In some cases, we will permit four guests in one suite, but this is only in the case of small breeds weighing 15 pounds or less. In this case, the total suite fee for four will be \$195.

- **Indoor Pool View Suites** are great for the dog who requires a little more privacy or who just doesn't have as much interest in the great outdoors. These spacious rooms are finished in residential styling with tile floors, decorated walls and a glass entry door. Each Indoor Suite is furnished with a color TV and has a full-length window with a view of our magnificent pool. Six trips to the play yard are included each day, including a 10pm Bedtime Walk. Adjoining suites are available.

Room: 5ft x 11ft

- Indoor Pool View suites are \$65 per night for one guest, \$115 per night for two guests staying in the same suite and \$155 per night for three guests staying in the same suite. In some cases, we will permit four guests in one suite, but this is only in the case of small breeds weighing 15 pounds or less. In this case, the total suite fee for four will be \$195.

- **Indoor/Outdoor Standard Rooms** are perfect for guests with slightly less refined taste and an elevated activity level. The interior is slightly smaller, and the exterior is considerably larger than that of the Patio Suite. These runs are priced with five trips to the play yard included and additional activities are available upon request. Runs are available in two size options:

- Standard - inside 4ft x 5ft, outside 4ft x 15ft
  - These rooms are \$58 per night for one guest, \$101 per night for two guests staying in the same room and \$139 per night for three guests staying in the same room. In some cases, we will permit four guests in one room, but this is only in the case of small breeds weighing 15 pounds or less. In this case, the total room fee for four will be \$177.
- Giant - inside 7ft x 5ft, outside 7ft x 15ft
  - These rooms are \$63 per night for one guest, \$111 per night two guests staying in the same room and \$154 per night for three guests staying in the same room. In some cases, we will permit four guests in one suite, but this is only in the case of small breeds weighing 15 pounds or less. In this case, the total room fee for four will be \$197.



- **Cat room**

Feline guests have their own separate room with cage-free boarding. There are usually cats from multiple families sharing this area. This room is everything a cat could ever dream of! Lots of cozy cubbies and soft beds, scratching posts, and climbing trees will ensure that your feline companion will feel right at home. Two windows overlook the front porch where our guests can be entertained by the local birds, squirrels, and rabbits as well as guests coming and going.

Accommodations in the cat room are priced at \$28 per night. Pet parents boarding more than three cats will receive a 10% discount.

*\*\*Note: For existing reservations, originating on or before December 31, 2023, prior pricing will be honored. Existing reservations originating after December 31, 2023 will be charged at the new rates.*

### **Discounts:**

Fetch me Later wishes to honor military and first responders by offering a 15% discount on all services. We are grateful for your service and are honored to serve you.

Stays of 14 nights or longer will receive 10% off all services.

Stays of 28 nights or longer will receive 20% off all services.

Guests staying three nights or longer will receive a complimentary quick bath on the eve of departure.

Pet parents boarding more than three cats will receive a 10% discount.

Traveler's Club 10% off all services

## **Day Camp**

- Dogs really are pack animals. Some love the physical interaction of playing with other dogs, while others are less interested in playing, but still benefit from being part of a pack. Whatever the case may be, rest assured, your pup will have the best time playing with like-minded (and sized) pals.
- Fetch Me Later's day camp program allows us to focus on satisfying both the physical and mental needs of each camper in our care. Our guests enjoy six sessions of play mixed with down time to rest.
- Available Monday – Friday by appointment only. Space is limited on Mondays, Fridays, and holiday periods so it is imperative to call ahead to ensure a spot.
- Rates: \$28 per day



## Enrichment Options

Enrichment services are a great way to show your pup a little extra love and customize their stay as much as you'd like. Below are some of our offerings, however, if there is something else you think your pup would enjoy, just let us know! Enrichment services can be applied to either boarding or day camp guests.

1:1 individual play – this is your pup's time, and we will entertain them however they'd please. This could be playing a game of fetch, frisbee, soccer, nature walk, cuddle time... anything our guests enjoy!	\$12 per room  (with the exception of Nature Walks. These are priced per guest as each guest needs to be walked individually)
Bedtime potty break for non-indoor suites – ( <i>guests staying in indoor suites have a bedtime potty included at 10pm.</i> ) For guests staying with us in our patio suites or standard rooms, we have an optional bedtime potty walk before they are tucked in for the night.	\$7 per room
Daily photo sent electronically to pet parents	\$4 per day
Additional Group playtime	\$7 per room
Additional private playtime	\$7 per room
Stuffed Kong	\$6 per guest
Licky Mat (great anxiety soother!)	\$4 per guest
Ice Cream	\$6 per guest
Pupsicles	\$6 per guest
Pool Time – what is better than a refreshing splash in the pool on a warm summer's day (or even cold day for some of our friends!)	\$12 per room
Kitty Kuddles – this is 1:1 time with our staff and your kitty. A member of our staff will sit and cuddle, brush and play with your kitty.	\$12 per family

\*per room/per family apply only if participating together



## Grooming Services:

Our Day Spa offers many varieties of bathing services. We provide a variety of shampoos: hypoallergenic, natural organic, non-scented and even waterless shampoo for a quick rinse off. Our grooming staff also offers de-matting, for those challenging bad-hair days, brush outs and customized grooming services.

<p style="text-align: center;"><b>Basic Bath</b> For dogs who just want the basics. Includes shampoo and blow-dry.</p>	<p>Up to 20 lbs \$30 20 – 60 pounds \$35 Over 60 lbs \$40</p>
<p style="text-align: center;"><b>Basic Bath Plus</b> For longer haired dogs who just want the basics. Includes shampoo, blow-dry and brush out.</p>	<p>Up to 20 lbs \$35 20 – 60 pounds \$40 Over 60 lbs \$45</p>
<p style="text-align: center;"><b>Deluxe Bath</b> For dogs who would like a little extra pampering. Includes shampoo, conditioner, blow-dry, mani/pedi and ear cleaning.</p>	<p>Up to 20 lbs \$50 20 – 60 pounds \$55 Over 60 lbs \$60</p>
<p style="text-align: center;"><b>Deluxe Bath Plus</b> For longer haired dogs who would like a little extra pampering. Includes shampoo, conditioner, blow-dry, mani/pedi and ear cleaning.</p>	<p>Up to 20 lbs \$55 20 – 60 pounds \$60 Over 60 lbs \$65</p>
<p style="text-align: center;"><b>Shed-Less Bath</b> Perfect for medium-to-long haired breeds, who tend to shed, especially in spring and summer. Includes a deep cleaning followed by a thorough brush and blow out.</p>	<p>Up to 20 lbs \$60 20 – 60 pounds \$65 Over 60 lbs \$75</p>
<p style="text-align: center;"><b>Specialized Shampoo</b> We offer a few different specialized baths for dry/itchy skin, hot spots, allergic/sensitive dogs, flea baths and de-skunk baths. A specialized shampoo can be selected with any of the above bath choices.</p>	<p>Add \$10 to bath service</p>
<p style="text-align: center;"><b>Mani / Pedi</b> Trim and file those long nails. Dremel also available.</p>	<p>\$15 when added to one of the above baths or in conjunction with boarding or daycare</p>



	\$25 for stand alone treatment
<p style="text-align: center;"><b>Custom Options</b></p> <p style="text-align: center;">Anal gland expression Ear cleaning Eye Stain Removal Brushing (per 10 mins) Teeth Brushing</p>	All custom options are \$13 and can be added to one of the above baths

## Payments and Deposits:

Fetch Me Later is happy to accept payment via MasterCard, Visa and American Express. We do not accept checks or Discover. Cash is welcome for tips only. Customers must have a credit card on file in order to confirm any reservation.

1. We do require reservations to be cancelled a minimum of 7 days prior to guests' expected arrival date or an amount equal to one night's stay per guest will be charged.
2. For reservations cancelled 48 hours or less in advance, an amount equal to 50% of the total reservation amount will be charged.
3. Prepayment is required on Boarding Reservations during Holiday and Spring Break weeks.
4. Pre-payments will be refunded, and fees will be waived, if the reservation can be filled by another customer from our waitlist or by other means.
5. Cancellation fees also apply to stays already in progress (early checkouts). Once a guest is checked in, the full balance of the boarding stay is due and payable. Invoices will be paid at time of pickup, however if the guest is picked up early, the full balance remains.

Deposits will be applied for future credit if the following two conditions are met:

1. Reservation is cancelled in writing a minimum of seven (7) days prior to your arrival date
2. We can fill the reservation from our waitlist or by other means.

## Leash Policy

All dogs (regardless of their training) must be on a leash while on our property. This includes while entering and exiting our facility. No exceptions. This ensures the safety of your pup and others during your visit.



## Admission

We reserve the right to deny admittance to any pets lacking proof of vaccinations, and/or to pets displaying signs of health problems or aggressive behavior. We are not able to accept dogs with a history of aggression toward humans.

## Belongings

We welcome families to bring as much or as little as they'd like to ensure their pups have the most comfortable stay.

Want to make it easy on yourself and pack nothing? We can accommodate this! Each of our suites is furnished with a Kuranda Cot so our guests can sleep comfortably off the ground. We are happy to provide blankets and extra touches as guests seem to desire. If our guests seem chilly, we will ensure they have cozy bedding to tuck into. All bedding and cots are sanitized and fresh prior to your pup's stay.

Some families prefer to bring all their pups favorites from home. Please feel free to do so; we will happily accommodate! Guests are welcome to bring anything with them that they would like. They can bring toys, blankets, stuffies, pictures... you name it!

Whatever your preference, we will make sure our guests are comfy and enjoying their temperature-controlled suite in style.

We will wash bedding and toys brought from home to the extent reasonable. We will always be as careful as possible so as to keep belongings in great shape, however, we cannot accept responsibility for items which may be damaged during your pup's stay.

All guests will be fitted with a paper collar at check-in and their personal collars will be removed and stored with other personal belongings. This is for the safety of all dogs during group play.

## Feeding and Treats

We encourage pet families to pack food from home for our guests. This helps our guests maintain their regular diet and can help ease anxiety. We are happy to accommodate feeding instructions provided by pet parents. However, if this is not the preference of the family, we are happy to provide our house dog food (Purina Pro Plan Complete Essentials Adult chicken & rice\*) for an additional fee based on weight.

- < 20 lbs \$3 per day
- 21 < 50 lbs \$5 per day
- 51 < 85 lbs \$7 per day
- > 85 lbs \$ 10 per day





*\* we reserve the right to provide a like quality food if our normal option is not available*

We love to treat our guests to cookies before bed and goodies for awesome behavior. Pet parents should inform Fetch Me Later of any dietary restrictions so we can accommodate.

Guests who are staying in their own suites will be fed in their suites without direct staff supervision. For guests who are sharing a suite, pet parents have the option to request that we separate for feeding.

- If separate feeding is requested, one guest will stay in the suite to feed, while other guests sharing the same room are placed temporarily in portable kennels for feeding (often times, the crate is placed in the suite). Once all guests sharing the same suite have finished eating, everyone will be returned to their suite/let out of their feeding crate and all food bowls/remnants removed.
- If separate feeding is not requested, guests will be fed together in the suite. Once guests finish eating, all bowls/remnants will be removed.

## Health and Vaccination Requirements

Effective for stays originating September 15<sup>th</sup> or after, Fetch Me Later will obtain veterinary records for each of its guests directly from the family's veterinarian. We will keep records up to date, and remind families when vaccinations are coming due. We do require a veterinary release be signed to accomplish this.

The following vaccinations are required by all guests choosing to stay with us.

- Rabies (1 or 3 year at vet and family's discretion)
- DHLPP or DHPP and Leptospirosis
- Bordetella- every 6 months
- Canine Flu - annually

\*Please note: If there has been a time lapse between vaccine updates, then the following timelines apply:

- Bordetella must be administered at least 72 hours in advance of boarding (intranasal or injection)
- All other vaccines must be administered 14 days prior to stay.

\*For any guests who have been recently adopted from a shelter, rescue or any other means by which history is generally not known, there is a mandatory 30-day waiting period prior to joining us at Fetch Me Later. We applaud and support families rescuing animals and providing a loving home, however because of the unknown history, we must error on the side of caution to ensure the safety of all of our guests to the best of our ability.



## **Flea/Tick Policy**

Owners are responsible for keeping their pet(s) flea & tick free. Should we find evidence of fleas or ticks after dropping off, we will perform a flea & tick bath immediately to inhibit an infestation within our facility. Additionally, we will administer a Capstar flea treatment. The cost for the bath and Capstar treatment is \$75 which will be added to your invoice. Please understand, we can't allow fleas to go untreated.

