



Orrville Pet Spa & Resort, LLC  
1669 N. Main St.  
Orrville, OH 44667  
(330) 683-3335 / 1-866-406-OPSR  
Fax: (330) 683-3345

## **POLICIES AND PROCEDURES**

### **REQUIREMENTS FOR LODGING, STYLING AND DAYCARE**

**DOGS** – Prior to arrival your dog must be current on Rabies, DHLPP, Canine Influenza Vaccine, and a Bordetella within the last 6 months

**CATS** – Prior to arrival your cat must be current on Rabies, FVRCP, and Feline Leukemia vaccines.

### **HOURS OF OPERATION:**

7:00 am – 6:00 pm    **Monday – Friday (Check-in no later than 5:00)**  
7:00 am – 12:00 pm    **Saturday (Check-in between 7:00 – 11:00)**  
5:00 pm – 6:00 pm    **Sunday – All Sunday discharges must be scheduled and pre-paid. No unscheduled walk-in discharges can be accommodated.**

**The front office is closed on holidays for drop-off and pick-up.**

**You will be charged per day, beginning with the day you drop off. If you pick up by 12:00 p.m. Monday – Saturday, there will be no charge for that day. After 12:00 p.m. a full day's rate will be accessed. This includes Sunday due to no morning pick-ups.**

### **Reservations are required.**

For your convenience, you may schedule appointments with the Orrville Veterinary Clinic, Inc. during your pet's visit. An estimate can be provided upon request.

Singles or doubles can be reserved based upon availability. Specific rooms can be requested, but placement may be changed at any time during your pet's stay at the discretion of the management.

Aggressive dogs must reserve a double room and will not be walked regularly. Aggressive dogs in the same family will be separated and will be charged full rate for each dog. Aggressive dogs will be determined at the discretion of the management.

Covered accommodations are available. Any dogs that tend to climb or jump will be placed in these rooms.

Please allow 15 minutes per animal for the check-in process. All pets are given a pre-lodging examination upon arrival. You are welcome and encouraged to be present for this examination. Any pet requiring treatment by our veterinary staff upon admission will be treated at the owner's expense. In the rare instance it is necessary to hospitalize your pet, care will continue at the Orrville Veterinary Clinic, Inc. until he/she can safely return to lodging.

Transportation can be arranged to your own veterinarian for treatment if desired.

Pick-up and Delivery for your pet are available upon request for an additional fee.

You may bring your own food, bedding, and toys. We will provide a clean, comfortable fleece for your pet. Purina EN Sensitive Stomach food will be fed to your pet if your own food is not provided. We are not responsible for special items left at the facility. All items should be labeled to insure their return, but due to shifting of items for cleaning, we cannot always guarantee their return. Please do not bring anything to the facility that is irreplaceable.

We require that each owner maintain control of their animal while at our facility. Whether on a leash, locked retractable leash, or individually carrying your pet, it is important to have your dog under control at all times.

To participate in our daycare program, all dogs must be approved, spayed or neutered, and current on vaccinations. Approval will be based on compatibility and at the discretion of the daycare attendants.

Payment is required when services are rendered. Sunday discharges must be scheduled and pre-paid or credit card slip must be filled out for Monday morning processing. We accept cash, personal checks, Visa, Mastercard, or Discover.

**CANCELLATION NOTICE:** 24 hour notice is required or a \$15.00 fee will be charged.

**NO SHOW POLICY:** A \$15.00 fee will be charged for all no shows.

**RETURNED CHECK POLICY:** There is a \$25.00 fee for all returned checks.

**LATE FEE:** A \$5.00 fee will be charged for every 15 minutes that you are late when picking up your pet. After 30 minutes, your pet will be fed, walked and tucked in for the night. Late fees are assessed and lodging rates apply.

Upon admission for services, your signature of contract acknowledges your awareness and acceptance of our policies. Thank you for your trust in allowing us to care for your pet.

*Our mission at the Orrville Pet Spa and Resort, LLC is to provide premium care for your pet and create a home environment, giving you confidence that your pet is comfortable and well-cared for while you are away from home.*