



PAWS CHATEAU

🐾 A Luxury Resort for Your Dog 🐾

Day Care, Hotel & Resort Policies

Lobby Hours

Monday - Friday – 6:30am - 7:00pm

Saturday - 8:00am - 6:00pm

Sunday - 9:00am - 4:00pm

CHECK-IN & CHECK-OUT TIMES

Similar to that of a human hotel, Check-In time is after 3pm and Check-Out time is before 12:00pm. A late check-out fee of \$25 applies to dogs checked out after 12:00pm since additional care is required. Arrangements can be made if you cannot pick up your dog by the standard check out time. Dogs not picked up prior to closing will be considered overnight guests and be charged for an additional night's stay.

RESERVATIONS

Paws Chateau reserves the right to refuse service and admittance to any guest who lacks proof of vaccinations, displays signs of contagious health conditions, demonstrates aggressive behavior or does not meet our health and temperament standards.

Boarding

Reservations require a credit card deposit at time of booking for all new customers. During Peak/Holiday Rate period a 2-night deposit is required.

Day Camp

Reservations are highly recommended for staffing purposes. Non reservation guests may be turned away if ratio of dog to staff is reached.

CANCELLATION POLICY

Boarding Reservations must be cancelled at least 2 days (4 days during Peak/Holiday periods) prior to arrival. Failure to cancel prior to arrival will result in the forfeiture of deposit. Day Camp Reservations require 24-hour cancellation notice.

LENGTH OF STAY

Peak/Holiday Periods require a two (2) night minimum stay. Check out the Paws Chateau website for a detailed holiday schedule.

PAYMENT

Payment is due upon check-out. Visa, MasterCard, Discover and personal checks (after 2nd visit) are gladly accepted. Returned checks will incur a \$40 returned check fee.

EXTENDED STAY PAYMENTS

Stays exceeding 2 weeks that are not using a boarding package require payment of services rendered after 1 week and then at the end of each week thereafter. Client must maintain a valid credit card on file to be charged accordingly.

DOG HEALTH & SAFETY

At Paws Chateau we take pride in the health and safety of our guests. We consult with a local vet when we deem it medically necessary. All guests must be in good health and not have been exposed to any contagious or communicable illnesses within a 30-day period prior to check-in. Paws Chateau accommodates dogs who are healthy, fit and able to walk unassisted. Guests with terminal illnesses and in the late stages of an illness are gladly accommodated; please speak with a guest services representative for addition details. Guests must possess a temperament that allows staff to care for the guest properly. Dogs are pack animals and lead with their teeth and paws and are unpredictable in nature. As a result, no amount of vaccination requirements, supervision, sanitation or personalized care from Paws Chateau can be 100% certain to prevent dogs from being injured or contracting an airborne virus or communicable disease.

VACCINATION REQUIREMENTS

Guests must meet vaccination standards before admittance to Paws Chateau. Rabies vaccinations are required by law by Orange County Animal Control.

Vaccination Requirements
Rabies - Current in the last year for puppies & past 3 years for adults
DHPP - Current in the past year
Bordetella - Current in the last 6 months

MEDICATIONS

Animal Care staff will administer oral and topical medications at \$1.50 per dose. Medications must be properly labeled and dosage indicated on Overnight Check-In Form. Guests requiring specialized care are handled on a case by case basis.

FOOD

Dogs are fed twice daily-in the morning and in the evening. Dog guests may choose our house cuisine, Science Diet Sensitive Stomach (canned food is NOT provided) or guests may choose to provide their own food. Please put each feeding in separate baggies, labeled with dog's name. A re-sealable container with the dogs name on it is required if providing wet food. In the event your food runs we can provide the in house cuisine at a per meal charge of \$2.00.

BEDDING/BELONGINGS

We provide clean and comfortable bedding for your dog. If you choose to bring your dog's own bedding they can bring 1 bedding item. Guests can also bring 1 toy item. The guest name needs to be clearly marked on each item they bring. We also recommend a t-shirt or item of clothing with your scent to help reduce separation anxiety.

DAY CAMP REQUIREMENTS

Day Camp is for social dogs to play and have fun. It is not a place for aggressive dogs to learn to be social. Since safety is our primary goal, therefore Day Camp is not for every dog. For insurance/safety precautions, some breeds cannot be accepted into Day Camp. To be accepted into Day Camp, each dog must complete an evaluation. In order to have an evaluation each dog must:

- Complete Day Camp Application acknowledging risk factors
- Be at least 12 weeks of age and have completed first two series of vaccinations, including bordetella vaccine
- Meet published vaccination standards
- Be spayed or neutered (except puppies under 6 months)
- Pass Day Camp evaluation

WEBCAMS

Webcams are a value-added service. On occasion, due to bandwidth and circumstances beyond our control, minor interruptions may occur to this service.