

DOG PARK Our indoor dog park is closed on the following Holidays during our park season:

- Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, & Easter Sunday

DOG PARK REQUIREMENTS:

- Complete the Registration & Release prior to entering the Indoor Dog Park
- Owners must show proof of up to date vaccinations for Rabies, Distemper (DHPP), & Bordetella before dogs can play in the indoor dog park
- Dogs must be at least 16 weeks (4 months) to use the indoor dog park outside of puppy play hours
- Dogs over 7 months must be spayed or neutered
- Owners must stay with their dogs at all times, monitor play & demonstrate responsible dog ownership by picking up and disinfecting accident areas according to BcWT procedures
- Owners are not permitted to bring outside toys or treats into the Indoor Dog Park
- Owners must follow directions from BcWT Team Members while using the Indoor Dog Park Service
- No more than two dogs per individual owner are permitted to play simultaneously in the dog park
- BcWT reserves the right to refuse services and admittance to any dog who lacks proof of vaccinations, displays signs of contagious health conditions, demonstrates inappropriate play behavior or whose owner does not demonstrate Indoor Dog Park Etiquette, or follow BcWT directions

DAYCARE Daycare is an off-leash play environment designed for social dogs to play and have fun. All dogs must be formally evaluated before being admitted into BcWT Daycare. Dogs will be placed in a group based on size and play styles. Since safety is our primary goal, Daycare is not for every dog. It is not a place for adult dogs to try to become social or trained.

DAYCARE REQUIREMENTS:

- Complete the Registration & Release, Dog Profile Form, & Sign Town Rules
- Meet vaccination requirements;
 - Rabies
 - Bordetella
 - DHPP
 - Flea & Tick Treatment Program
 - Negative Fecal Result (including Giardia) within 1 month of starting daycare & every 6 mths there after
- Pass a Daycare Evaluation
- Daycare is for healthy & fit dogs, free of conditions that would cause anxiety or discomfort while in a group
- BcWT reserves the right to refuse services and admittance to any dog who lacks proof of vaccinations, displays signs of contagious health conditions, demonstrates inappropriate play behavior or does not meet our health and temperament standards

DAYCARE RESERVATIONS:

- Morning Check In is between 7am and 930am. This allows us to prepare groups and integrate dogs into the packs without disrupting the play dynamic and arousal levels after our sessions have started.
- Half days are available from 7am until Noon and 2pm until end of daycare. Dogs are in rest time from Noon to 2pm each day. This time is used to hold our shift change meetings, conduct daycare evaluations, return phone calls and emails, feed dogs lunch, and prepare the play space for the afternoon.
- Reservations are highly recommended for staffing purposes. BcWT maintains a Team Member to dog ratio of 1:15. Non-reservation dogs may be turned away if the ratio of dog to staff is reached for the day.
- Daycare is closed on the following Holidays: New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

DAYCARE PRE-PAID PACKAGES

- Pre-paid packages have an expiration date of 4 months after the purchase date and are non-refundable.

BOARDING Our lobby is closed on the following Holidays, so therefore we cannot accommodate arrivals or departures on Easter Sunday, Thanksgiving Day, and Christmas Day. On these dates, a two night minimum stay is required. Even though we offer overnight and 365 days a year supervised animal care, we schedule our team in a way that ensures they, too, can spend time with family and loved ones.

BOARDING RESERVATIONS: Hotel reservations can only be guaranteed if a deposit is given at time of booking

- A 50% deposit at the time of booking is required. All major credit cards accepted. No checks.
- Signed copies of BcWT Registration & Release, Dog Profile Form, and Town Rules
- BcWT Hotel Check In Form must be completed for every stay prior to admittance into BcWT Hotel Service
- Proof of up to date vaccination requirements at arrival; if a dog is prescribed medication between the time a reservation is made for a service and the time at which the dog checks in to BcWT for said service, the owner must provide written approval from the treating veterinarian clearing the dog to be in our facility. BcWT has the right to refuse services to dogs that come in on medication for acute medical conditions without clearance from a veterinary. Our refund policy will apply.

CANCELLATION POLICY

- As of April 17 2017, all purchases are nonrefundable however credit can be applied toward future stays, not to exceed one year from original payment.

FOOD

Pets are fed twice daily – in the morning and evening. However, we can also accommodate lunchtime feedings. We have a microwave and refrigerator for any food that needs to be warmed or kept cold. We require that you provide your dog's food, as to not upset their stomach with a change of diet. Please put each feeding in separate Ziploc bags, labeled with their name. Please make sure you bring enough food for your dog's entire stay. If your dog runs out of food, BcWT will feed your dog our house food (Natural Balance) for a fee up to \$5 a day.

BEDDING/BELONGINGS

BcWT Hotel provides clean and comfortable Kuranda bedding for your dog. In order to maintain a sanitary environment, outside bedding is not permitted. A clean, t-shirt with your scent is permitted to help reduce separation anxiety. Each dog is permitted two (2) non-squeak toys for their stay.

PROPERTY DAMAGE

BcWT reserves the right to charge an additional property damage fee, up to \$100, to owners whose dogs damage any of our rooms/suites. Property damage includes damage of beds, walls, flooring, equipment, etc. To avoid the potential of any unexpected fees, BcWT strongly recommends that Owners who believe their dogs may cause property damage to speak with a BcWT Team Member to determine the best room type or suite for their dog.