



Woofington
3596 Shoreline Drive
Wayzata, MN 55391
952-471-1070
www.woofington.com

Woofington Resort and Spa Guidelines

Lobby Hours:

Monday – Friday 7am – 6pm

Saturday - 9am – 5pm

Sunday – 12pm – 5pm

- **Boarding** is available 365 days a year. On New Year's Day, Easter Sunday, Memorial Day, Independence Day (July 4th), Labor Day, Thanksgiving Day, and Christmas Day, a minimum 2 (two) night stay is required. Our Lobby is closed on these Holidays.
- **Daycare** is not available to the public on the above-mentioned Holidays, or on Sundays.

Forms:

- Every Pet Guest must have the following forms completed and signed prior to their arrival:
 - Boarding and Services Agreement
 - Credit Card on File Authorization Form
 - Rainbow Protocol
- A **Medication/Supplement Administration form** must be completed for Pet Guests that require medication and/or supplements.
- All forms can be conveniently found on our website.
- We ask all of our clients to review our Resort, Daycare and Spa Guidelines prior to any services.

Reservations:

- Reservations are required for all Boarding and Grooming/Spa Pet Guests.
- Reservations are suggested for Daycare and Day Stay services to ensure we have space to accommodate your pet prior to arrival.
- Reservations allocate priority to available spots.
- Confirmed Boarding reservations must have the following on file:
 1. A valid credit card
 2. Proof of current vaccinations
 3. Resort Policies form, Dog profile, and the Boarding and Services Agreement.
(These forms must be completed and signed)



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- Failure to have the above on file may result in a cancelled reservation.
- Deposits may be required for reservations.

Cancellations: Please note different policies depending on dates.

Cancellations must be made within the time frame listed below or your credit card on file will be charged in full for the confirmed services, unless otherwise noted.

Non-Peak/Non-Holiday periods:

- Daycare (full day, half day, Day Stay): 24 hours prior to date of arrival.
- Grooming: 24 hours prior to date of arrival.
- Boarding: 2 days or more prior to date of arrival.
 - Cancellations for boarding made within the 2-day period, or a no show, will be charged for one night at the rate of the reserved room.

Peak/Holiday periods:

- Daycare (full day, half day, Day Stay): 3 days prior to date of arrival.
- Grooming: 3 days prior to date of arrival.
- Boarding: 3 days or more prior to date of arrival.
 - Cancellations for boarding made within the 3-day period, or a no show, will be charged for two nights, at the rate of the reserved room, to the credit card on file.

Peak/Holiday Periods:

- Peak/Holiday rates are not charged a higher rate for Boarding, and discounts for additional Pet Guests from the same family are still honored.
- Peak/Holiday Periods are considered to be: Week of New Years, Memorial Day Weekend, Week of July 4th, Labor Day Weekend, MEA Weekend, Thanksgiving Weekend, Spring Break, and Week of Christmas.
- There is a minimum two (2) night boarding requirement during Peak/Holiday Periods.

Arrivals:

- Arrivals and Departures occurring outside of Lobby hours may be available with prior arrangements, but for the safety of our staff, and disruption to the animals in our care, is strictly by appointment only and will incur an additional fee.
- **Before 7:00am:**
Check-ins prior to 7:00am on Weekdays, prior to 9:00am on Saturday and prior to Noon on Sunday are not allowed.
- **After 6:00pm:**
Any guests checking in between 6:00pm – 7:00pm M-F, between 5:00pm and 6:00pm on Saturday and Sunday, will incur a late drop off fee of \$20.00, per guest. No arrivals will be accepted outside these hours.



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Departures:

- Check-out time for Boarding Guests is any time during Lobby hours.
- Last pickup for all guests is 6:00pm M-F and 5:00pm on Saturday and Sunday. The late pick-up window is up to 1 hour after lobby close. Any Pet Guest picked up (with prior arrangements ONLY) during this hour will incur a \$20.00 late pickup fee, per guest.
- Any guest not picked up by 7:00pm on Weekdays and after 6:00pm on Saturday and Sunday will be remain an overnight guest and charged accordingly.

Vaccinations:

- Proof of vaccinations from your pet's Veterinarian are required for all Boarding, Daycare and Grooming services.
- Grooming/Spa guests are welcome to purchase daycare before and/or after their visit, provided they have proof of all required vaccinations.
- Bordetella must be administered at least 72 hours prior to your pet's arrival. The Bordetella nasal vaccination must be administered at least 48 hours prior to your pet's arrival.
- All puppies must be 4 months of age and have completed required vaccinations.

Dogs:

- Rabies: 1 or 3 year
- DHLPP: 1 year
- Bordetella: every 12 months (at least 72 hours prior to arrival for injectables, 48 hours for nasal spray)
- Negative result Stool Analysis within the past 12 months

Health:

- All Pet Guests must have been in good health for the past 30 days prior to their arrival.
- All Pet Guests **must** be on a monthly flea and tick preventative schedule.
- If fleas or ticks are found on any pet, pet parents (or their emergency contact) will be contacted and expected to pick up their pet.
- Any Pet Guests that require specialized attention and/or care are welcome. Please discuss your pet's needs with our Front Desk Concierge to make sure that we can properly provide the care your pet needs.
- Any guest that may have been involved in any previous type of altercation may be overly aggressive or defensive in a group play situation, leaving them susceptible to injuring themselves or other guests. If your pet has recently, or ever, been in a scuffle or fight, please let the staff know so that they can be observant of all dog behavior. All guests will be required to pass our temperament test and may be denied group play time at our discretion.



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Daycare/Day Stay:

- All Pet Guests must be at least 4 months of age to participate in Daycare, Boarding or Day Stay.
- At 6 months of age, all puppies **MUST** be spayed or neutered to continue participating in Daycare, otherwise they will be placed in our Day Stay program.
- All dogs must complete an evaluation to determine temperament, play style and mannerisms. There is no charge for this initial evaluation.
- Intact males, as well as dogs that do not do well in a group play environment can participate in our Day Stay Program. Day Stays receive 6-7 relief breaks per day and have the option to add exercise to their Day Stay reservation.
- Due to personalized, one-on-one care, Day Stay rates are different from those of daycare and boarding.

Personal Pet Belongings:

- The Woofington provides all of our Boarding Pet Guests with everything needed for a luxurious, comfortable and relaxing stay.
- You are welcome to bring a t-shirt, extra blanket, etc. with your pet, as well as other belongings that might make their stay more comfortable.

Pre-Paid Packages:

- Pre-paid Packages can only be used for the services for which they were purchased.
- Pre-Paid Packages may not be combined with any other discount, coupon or offer.
- Pre-paid packages expire 12 months from the date of purchase.
- Additional Pet Guests, of the same household, are welcome to share in all pre-paid packages.
- Pre-paid packages are non-refundable and have no cash value.

Thank you for choosing the Woofington!