



At Miss Pearl's Bed & Biscuits we strive to give your pet quality care with a personal touch. We provide a safe, caring, clean environment. We offer boarding, daycare, and grooming quality baths.

## Terms and Conditions

### General Terms:

- **Miss Pearl's Bed & Biscuit reserves the right to refuse service to any client that we deem to show inappropriate behavior towards our staff.**
- **Every pet that is here for boarding, daycare or spa services will receive an incoming Capstar.**
- **I understand that if my pet is showing extreme aggression that puts staff at risk, my pet may not be able to stay.**
- **Please arrive at your scheduled appointment time. Appointments allow your pet to enter or exit the facility without being greeted by other pets and allows staff to use that time to make your drop off or pick up less stressful for you and your pet. Missed appointments will incur a charge of \$1 for every minute you are late.**
- **All pick-ups after 12pm will result in a daycare charge of \$26.**
- **All belongings must be in a Miss Pearl's Bed & Biscuit vacation bag. It is a charge of \$6 per bag.**
- **No large food containers or bags. If you happen to bring them in, we will provide you some Ziplock bags for you to take enough food out for the stay and we will send the container/food bag home with you.**

### Vaccinations:

- **Required canine vaccinations: Rabies, DHPP (other combinations of the distemper/parvo vaccination) Negative Intestinal Parasite Exam, and a Semi-annual Bordetella.**
- **Required feline vaccinations: Rabies, FVRCP, Feline Leukemia Virus Vaccine, and an annual Intestinal Parasite Exam. Felines that have FLV will not be able to board as it is very contagious and can spread to our other guests.**
- **All expired vaccinations are to be updated one week prior to boarding. No exceptions.**
- **All vaccinations that will be due during the stay will need to be updated prior to coming in.**
- **If you are having records sent over, it is the owner's responsibility to call to verify that we have received it.**
- **We do not accept documentation from your vet guaranteeing Bordetella for a year.**
- **Boarding, daycare, and bath reservations will not be made until we have received a copy of all current vaccinations.**
- **For the safety of your pet and other guests we will not be able to provide services to any pet that has had vaccinations waived due to sickness or age.**

### Personal Belongings:

- **Due to the growing number of guests and limited storage, all personal belongings such as food, medications, and toys must be in one of our vacation bags. If one is not purchased prior to boarding, one will be added to your account at check in.**
- **All leashes, collars, and carriers will be removed and sent home.**
- **Miss Pearl's Bed & Biscuit provides clean, stainless-steel bowls for food and water, and plenty of bedding for every patient. We do not allow personal bedding, clothing or towels to be left with boarding pets. All bedding gets washed and replaced daily.**
- **We have toys out in the play yards for the pet's entertainment while being supervised or you can bring up to 2 of their favorite toys that can fit into the vacation bag. (No stuffed animals, tennis balls, or ropes)**
- **This facility is not responsible for any lost or damaged belongings.**
- **Large food bags or large food containers are prohibited due to the lack of storage.**



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- If a large food bag or container is brought in, we will provide you Ziplock bags for you to sort it out. Refusal to do so will result in the container being sent home and your pet to eat our food during the stay.

### **Check In/Out Times/Reservations:**

- **Drop offs and pickups are by appointment only. Please arrive at your scheduled time.**
- For missed appointment times that has not been arranged prior will incur a \$1 per minute late charge added.
- If you do not call to reschedule, your reservation will be marked as a “No Show” and you will be charged for the day.
- We do not allow drop offs and pick-ups outside of our normal business hours of operations.
- Reservation confirmations are sent out 72 hours prior to reservation. If it is not confirmed, you risk the chance of your reservation being canceled.

### **Sickness/Injury:**

- In case of an emergency with my pet, I give permission to Pine Meadow Veterinary Clinic to treat my pet.
- Should your pet become ill (including vomiting, diarrhea, inappetence, etc) during their stay, Miss Pearl's Bed & Biscuit or the doctors at Pine Meadow Vet Clinic will make every reasonable effort to contact the owner or authorized emergency contact to advise them of the situation. Miss Pearl's Bed & Biscuit/Pine Meadow Veterinary Clinic will be authorized to give the necessary care or treatment for the pet at the owner's expense.

### **Social Media:**

- I give Miss Pearl's Bed & Biscuits permission to post my pet's picture to social media, posters, websites or other media, without limitation and agree not to make any claim of misappropriation of personality, breach of privacy, and other loss or damages against Miss Pearl's Bed & Biscuits.

### **Payments/Nonpayment:**

- Full payment is required at the time of check out.
- We reserve the right to request a deposit prior to boarding, daycare or spa services.
- We do not allow payment arrangements at this facility. All payments are to be paid in full before receiving your pet.
- We accept all major credit cards, checks (with proof of valid driver's license or state id), and cash.

### **Abandonment:**

- In accordance with Florida State Statute 705.19, pets that are left beyond their scheduled date of release from boarding without communication from the owner may be considered abandoned. Miss Pearl's Bed & Biscuits will make every reasonable effort to contact the owner or authorized agent before further action is taken. In the event no contact can be made, a certified letter will be sent to the owner's last known address. If no response is made within ten (10) days, the pet will be considered abandoned and will become the property of Miss Pearl's Bed & Biscuits. Abandonment does not release the owner from financial obligation leading up to and including care for the pet once in the legal ownership of the facility. Miss Pearl's Bed & Biscuits reserves the right to evaluate abandoned pets for the purpose of adopting out. Animals deemed suitable for adoption may be turned over to bona fide rescue organizations or county-based Animal Services.

### **Feeding Instructions and Treats:**

- We encourage you to bring your own food. This will prevent the stress to your pet's system from the diet change.
- Miss Pearl's Bed & Biscuit understands that your pet may have a special diet (raw, green beans, rice and chicken, etc) and we are happy to accommodate them.



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- In the event that you do not provide your pet's food or they run out of their own food, they will be fed Science Diet I/D dry food, free of charge. Canned food can be provided but will come with an extra charge.
- Extensive meal preps may come with an extra charge. (Microwaving food, hand feeding, extensive steps in preparing food, etc.)
- If your pet's food consists of cooked meat, please make sure it is bone free. This can cause injury to your pet. If we notice bones in their food, unfortunately we will not be able to feed them the food.
- Please do not bring any raw hides, pig ears, or hollow bones. These can get stuck on their jaw, choke or get lodged in their intestines.

### **Medications:**

- For pets that are on medication during their stay, we ask that owners provide the medications in their original vial, marked with the pet's name, drug name, dosage, and instructions on a label printed by a pharmacy or veterinary hospital/clinic.
- A daily medication fee for oral medications will be \$1.50 and for injections will be \$3 per day.
- If the prescription label is for another pet, we will NOT be administering any medication from that container.
- We will not accept a letter from your vet stating that it is safe for that pet to take medication prescribed to another pet.
- We do not administer PRN medications. We would love to say that we know your dog's habit or pain tolerance as well as you, but that is not the case. The staff at Miss Pearl's are not medically qualified to determine if your pet is in need of that medication at certain times.
- We administer medications once a day (SID), twice a day (BID), three times a day (TID), four times a day (QID), every other day (QOD), or once a week (QW).

### **Cancellation Policy:**

- We require a 72-hour notice for all cancellations and changes.
- We reserve the right to charge for the full length of the boarding reservation for no shows.
- We reserve the right to charge for Daycare/Groom/Bath reservations for no shows.
- After 2 "No Shows" we will require a non-refundable deposit for the services you are requesting.

### **Storm Policy:**

- When an impending dangerous storm is anticipated to the Pensacola area, we recommend taking your pet with you. If your pet is boarding at this time, we will make every effort to contact you or an authorized agent to come pick up your pet. If we cannot make contact, Miss Pearl's Bed & Biscuit will take all possible precautions to care for your pet. If the staff members are UNABLE to get to the kennel during or after the storm, the remaining guests will be alone until someone can get to them. We cannot guarantee your pet's safety as we cannot predict the storm.

### **Baths/Nail Trims:**

- If we feel that baths or nail trims are too traumatic for the pet or safety of our staff is at risk, we reserve the right to refuse service. The pets and staff's safety are of our utmost concern.
- If we are not able to brush the matts of your pet's fur, we will not move forward with the bath. This can cause serious discomfort to your pet by making the matts tighter, and pull on the scalp of the dog, if they were to get wet.
- We may stop all baths and grooms if we see that it is too stressful for your pet.

### **Destructive Behavior:**



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- Pets that become excessively destructive will have all bedding removed.
- IF they are boarding in a deluxe/luxury/presidential suite and they become destructive to floors, walls, or doors, we will move your pet to one of our basic spaces or have you come pick up.
- Owners will be financially responsible for any damages to the facility caused by their pet.

### **Aggressive Behavior:**

- We must be able to get your pet in and out of its space.
- We must be able to place and remove a leash from your pet
- We will try to work with the pet, however if your pet bites and we cannot safely take care of your pet, we will ask you to come pick up your pet. If you are unable to pick up your pet, you will need to have someone else pick up your pet.
- For the safety of our staff, we do not board or give baths to aggressive dogs that bite.
- If your pet bites and breaks skin, your pet will have to be picked up and receive proper training with a certificate before they are allowed back.

### **Daycare:**

- Purchasing daycare packages/membership does not guarantee space at our facility.
- All daycare stays must have a reservation prior to dropping off. Due to limited space, if you show up without a reservation, you may be turned away.
- During holidays or peak times, daycare may be closed. We will provide you with plenty of notice so that you can make other arrangements.

### **Playgroups**

- Miss Pearl's Bed & Biscuit reserves the right to decline playgroups to certain temperaments, and unaltered pets.
- All pets wanting to participate in playgroups and over the age of six (6) months must be altered
- Playgroups are closely supervised by specialized staff; however, there are risks that are associated with allowing pets to interact with other pets. These risks include but are not limited to: cuts, scratches, dog fights, sprains, muscle soreness, exhaustion, and excessive thirst.
- Miss Pearl's Bed & Biscuit reserves the right to refuse playtime to your pet if any aggressive behavior is shown to another pet or human.
- All pets will go through an assessment prior to being placed in a playgroup. Each assessment is \$26.
- In the event that you withdraw your pet from daycare for longer than six (6) months, another assessment will need to be done before entering back into a playgroup.
- If your pet is an aggressor in a fight, we will remove them from the playgroup for the remainder of the day and will notate your pet's file. If that pet is involved in two (2) more fights within a thirty (30) day calendar period, your pet will be placed on an individual play only list until re-assessed at a time of our choosing.

### **Records:**

- If you have not been here in 2 years, we reserve the right to destroy your file.
- In the event that your file is destroyed you will have to fill out the new client paperwork in order to use our services.
- We do not email or fax over records to another facility or veterinary's office.