

Frequently Asked Questions



Do pets get let out of their suites every day?

Yes. All dogs, regardless of the type of accommodation selected, are let out 5 times per day.

Do you charge by the day or by the night?

We charge by the calendar **day** in order to accommodate the various travel schedules of our guest's family members. We understand that it is not always possible to provide us with an exact drop-off and pick-up schedule (due to flight delays, road construction, etc), which means we need to keep a room reserved for your pet for the entire first and last day of your pet's scheduled stay. Therefore, there is always a charge for the first and last day of stay. An early check-out discount (before noon) is available Monday-Saturday.

Are you open on major holidays?

Wagging Tail Resort is closed for pet drop-off or pick-up on New-Year's Day, Easter, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day. However, pets are cared for 365 days per year.

Do you accept credit cards?

Yes. We accept MasterCard, Visa, and Discover.

Are there extra charges besides the published daily rate?

All dogs are administered a Capstar tablet (\$4.25 charge) at check-in for flea protection. The Capstar tablet does not interfere with any flea treatment your pet may be on. *Additionally, a \$5 daily charge may apply for pets which are incontinent, in-season, or not housebroken.* We will do our best to accommodate in-season females in a Tranquility Suite ONLY. Please read our "Guest Registration" form and our "Resort Rules" form carefully for additional charges that may apply for administering medications, taking care of pets with special needs, special feeding requirements, etc. Please help us ensure a "No surprise" check-out.

Why don't you allow early check-ins or late departures?

Staff members are typically here before 7:00 AM. Their duties include letting guests outside before and after breakfast, special meal preparations, dispensing medications as needed, cleaning guest suites, and providing special guest services like nature walks, cuddles, etc, between the hours of 7:00 AM and 10:00 AM (your pet will love all the attention). Much of this process is repeated after 5:00 PM. Additionally, the caregivers sanitize all of the common areas after hours. Early or late check-ins/check-outs significantly interfere with these processes. Therefore, **for the safety, comfort, and health of our employees and all of our guests**, we do not allow early check-ins or late departures.

What activities are available during my pet's stay at the Resort?

Wagging Tail Resort offers a host of optional extra-curricular and guest comfort activities, including nature walks, playground romps, cuddle times, and nightly tuck-in treats and massages at lights out (just to name a few). Our "Guest Registration" form highlights various special activities that are available to help make your pet's Resort stay happy and stress free. If you have special activities that we have not considered, please let us know.

What vaccinations are required?

Dogs need to be up to date on their Rabies, Bordetella, and DHLPP vaccinations for **both boarding and grooming**. Also, we recommend the Canine Influenza vaccine, but do not require at this time. Cats need to be up to date on Rabies, Feline Leukemia, and FVRCP vaccinations.

What is your cancellation policy?

At Wagging Tail Resort, we plan the days of our Caregivers, Groomers, and Trainers based on reservations that you, our pet parents, make. Many times, we have turned away other pet parents because we have no vacancies. Currently, we are experiencing daily, last-minute cancellations/no shows for reservations our pet parents have made. Consequently, we are instituting a cancellation policy. If you must cancel your boarding reservation but are unable to give at least 5 days' notice, a cancellation fee of \$100.00 will immediately be applied to your account. If you must cancel your grooming reservation but are unable to give at least 24 hours' notice, a \$15.00 cancellation fee will immediately apply to your account. If you must cancel your training reservation, but are unable to give Wagging Tail Resort at least 24 hours' notice, a cancellation fee of \$50.00 will immediately apply to your account.

Hours: Saturday – 10:00 to 2:00. Sunday – 3:00 to 5:00. Monday to Friday – 10:00 to 5:00.