

# Besa Pets - Boarding Guidelines 2024

*These guidelines are meant to be a helpful reference only and do not change, supersede, or waive any of the terms and conditions contained in the Release of Liability Waiver applicable to the boarding services offered by Besa Pets once executed. It is your responsibility to verify the accuracy of any information contained herein with Besa Pets.*

- Eligibility for Boarding

All dogs must be at least 16 weeks (4 months) of age to be eligible for boarding with Besa Pets.

Dogs that are considered to be “medium-sized” or larger (as we define such sizes) must additionally successfully complete a free trial day at Besa Pets prior to the start of their first boarding reservation with Besa Pets. Trial days are available by appointment only, and availability of appointments may vary depending on factors such as staffing levels and existing reservations.

- General Boarding Fees

Besa Pets generally charges a flat fee between \$25.00-\$45.00 per day and per dog for boarding. The applicable daily fee is charged for each day the dog is in the care of Besa Pets including the drop-off day, regardless of how early or late the dog is dropped off, and the pick-up day, regardless of pick-up time (unless the dog is picked up on Monday between 8:00am-10:30am – this is the only circumstance where no daily fee is charged for the pick-up day).

Additional costs and fees may apply depending on any extras, add-ons, additional services needed, special circumstances, late fees, etc. applicable for a specific boarding reservation.

- Changing an Existing Boarding Reservation

*Extending a Reservation.*

Any requests to extend an existing reservation must be made at least 24-hours in advance of the scheduled drop-off date. *Even if a request to extend an existing reservation is timely made, Besa Pets cannot guarantee it will be able to accommodate the request.* Accommodations for a request to extend a boarding stay may be made at the discretion of Besa Pets, subject to the availability of staff and capacity of the Besa

Pets boarding facility and in consideration of other existing reservations for the applicable period.

*Shortening a Reservation.*

Any requests to shorten an existing reservation must be made at least 24-hours in advance of the originally scheduled drop-off date to be eligible for a refund of the cancelled days. If a request to shorten a reservation is made with less than 24-hour notice to Besa Pets, the owner will be charged for all of the days originally reserved.

*Cancelling a Reservation.*

There is no cancellation fee if an existing boarding reservation is cancelled at least 48-hours prior to the originally scheduled drop-off date.

If a boarding reservation scheduled to start or end on a date between April 1 through September 30 is cancelled less than 48-hours prior to the originally scheduled drop-off date, a cancellation fee equal to 50% of the total amount initially quoted for the cancelled reservation will apply.

If a boarding reservation scheduled to start or end on a date between October 1 through March 31 is cancelled less than 48-hours prior to the originally scheduled drop-off date, we will waive any cancellation fee.

- Owners With Multiple Dogs.

Owners with multiple dogs can request the dogs share a kennel when boarded at Besa Pets if the dogs a) are all spayed/neutered, b) eat the same food, c) are not on any medications. Besa Pets reserves the right to keep the dogs in separate kennels if it believes it may be in the best interest of the dogs, as determined in its sole discretion (i.e. if Besa Pets believes dogs may showing signs of frustration or stress in shared kennel).

No discount is offered for dogs who share a kennel while boarded.

- Expectations for Drop-Off.

*Up-to-Date Rabies Vaccination.*

Each dog boarded at Besa Pets must be vaccinated for rabies and must provide Besa Pets with a copy of the dog's current Rabies Certificate confirming the dog is vaccinated and will remain so through the length of its boarding reservation (or verify Besa Pets

already has a copy of it on file). It is the Owner's sole responsibility to ensure the dog is appropriately vaccinated *prior to* the scheduled drop-off date.

Besa Pets reserves the right to cancel the scheduled boarding reservation at drop-off if Owner is unable to provide the required vaccination documentation. Our regular cancellation fee policy applies to these situations.

#### *Dogs in Heat.*

Dogs currently in heat will not be allowed to board with Besa Pets, regardless of any prior existing reservation. If a dog goes into heat prior to the scheduled drop-off date (and the timing may impact the upcoming reservation), Owner must promptly notify Besa Pets.

#### *Food.*

Each dog's food should be provided to Besa Pets staff at drop-off in a sealed container (i.e. Tupperware or Ziploc bag) with dimensions no bigger than 6 inches tall, 9 inches wide, and 13 ½ inches long.

If food is provided in a container that does not meet the above requirements, Besa Pets will transfer it into a large Ziploc bag(s) (or other permitted container available on-site) and an additional fee of \$1.00 per container used will apply.

If the amount of provided food is not enough to appropriately feed dog over the entire length of its boarding stay, Besa Pets will provide additional food for dog and an additional fee of \$2.00 per meal will apply.

If Besa Pets supplements a dog's provided food with canned food (an additional fee of \$1.00 per supplemented meal will apply).

#### *Medications and Supplements.*

Owner must provide a sufficient amount of any and all medications, supplements or add-ins needed for dog at drop off and provide specific instructions for administration of each. As Besa Pets is not a veterinary facility, Owner is responsible for ensuring the correct medication/supplement, dosage, method of administration, or other specific instruction related to medication/supplement is provided to Besa Pets. An additional fee of \$1 per day will apply for each day Besa Pets is asked to administer the provided medication or supplement. If Besa Pets determines further instructions or guidance from a veterinarian is necessary to serve the dog's best interest while in the care of Besa Pets, additional fees equaling the amount charged by the veterinarian will apply

*Leash and Collar.*

Besa Pets prefers dogs are dropped off wearing a collar attached to a leash. If a dog is dropped off wearing a harness, Owner will be asked to remove the harness so it can be replaced with a collar provided by Besa Pets during drop off.

*Items for Dog.*

Owners should only bring toys/items for dog that Owner believes are safe for dog to use/have, even when dog is unattended, and that do not have any significant financial or sentimental value.

Owners are not permitted to bring any of the following toys/items for dog's use or entertainment while boarded at Besa Pets:

- Rope toys
- Squeaky toys
- Rawhide bones or other real/edible bones (fake bones i.e. nylah bones or benebones are permitted)
- Dog beds/mats (Besa Pets can provide cushioned bedding for dog's kennel upon request, additional fees may apply)
- Clothing
- Blankets
- Towels
- Other items or materials used for bedding

Besa Pets will assess each item brought by Owner for dog at drop-off, and reserves the right to refuse any item at its sole discretion, even if item is not expressly prohibited by the list above.

- Expectations for Pick-Up.

Owners must pick up their dog at the end of the scheduled boarding reservation during Besa Pet's scheduled office hour window(s) for the pick-up date. Besa Pets will confirm with Owner at drop-off what the office hours windows are for the scheduled pick-up date so Owner can plan accordingly. It is the Owner's responsibility to ensure it will be able to timely pick up its dog from Besa Pets at the conclusion of a boarding stay.

If an Owner is attempting to pick up a dog during the appropriate office hour window and believes it will miss the end of the pick-up window by 15 minutes or less, the Owner can call Besa Pets *prior* to the end of office hours and ask if Besa Pets can accommodate a request for a 15-minute extension for pick-up on that date. Besa Pets does not guarantee a request for an extension, even if timely made, will be granted. If a request is

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timely made and the Besa Pets staff confirms it is able to stay for an additional 15 minutes, a \$50 late pick up fee will apply.

**Except for as outlined above, no pick-ups will be permitted outside of Besa Pet's regular office hours.**

If an Owner misses the appropriate pick-up window, it must wait until the next-scheduled office hours window for Besa Pets, which may not be until the next day. Additional fees will apply.