



# RESORT RULES

America's Uptown Hounds Luxury Resorts  
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**Thank you for choosing America's Uptown Hounds Luxury Resorts (Uptown Hounds).** To ensure a pleasant experience for all clients and guests, we ask that you please review these rules regarding your visits to our resort. As referred to in these rules, "services" include, but are not limited to hotel stays and related services, day programs, salon and spa services, training, pool use, and any general use of resort facilities. Uptown Hounds agrees to provide the specific services to Guest/Pet at each visit as Owner/Guardian indicates and Uptown Hounds will exercise reasonable judgment in all circumstances while providing services.

Owner/Guardian certifies that pets arriving for any service are in good health and have not been exposed to any contagious or communicable diseases in the past 30 days. A pre-entry assessment may be completed and Uptown Hounds reserves the right to refuse acceptance of a guest at check-in if it appears that the guest is sick, shows the presence of fleas or ticks, or its behavior could jeopardize the health and safety of other guests, visitors, or staff.

While at Uptown Hounds, guests may come into contact with other animals and though extensive efforts are made to ensure the cleanliness of the resort and safety of our guests, illnesses and chance encounters with other animals may occur. Owner/Guardian understands that Uptown Hounds is not liable for any illness, injury, or death suffered by Pet during or after its visit.

## Vaccinations

To participate in any Uptown Hounds service, Guest must have the following standard vaccinations current from a licensed veterinarian prior to admittance for services: **Rabies**; **DHPP**-Distemper, Hepatitis, Parvovirus, Parainfluenza; and **Bordetella**. Veterinarian's vaccination expiration is accepted. Any exceptions to vaccinations (i.e. puppies) must have a release form from a veterinarian. Documentation of vaccinations is required; home vaccinations are not accepted.

## HOTEL

### Hours

Reception hours are 10:00am to 8:00pm Monday through Saturday and 12:00pm to 8:00pm Sunday unless otherwise stated. The resort is closed to guests for check-in, check-out, and visits on most major holidays.

- **Check-in** is available during all reception hours. Daily charges begin at check-in time. Please allow 20 minutes at first check-in.
- **Check-out** is available during reception hours no later than same time as check-in on final day of stay. If not checked out by this time on the scheduled departure day, full day charges apply for each additional day until check-out unless otherwise arranged. Example: 10:00am check-in requires 10:00am check-out. Identification confirmation is required at check-out.

### Reservations & Cancellation

- Reservations require a \$25.00 (or \$50.00 for peak seasons and holidays) non-refundable deposit at time reservation is made.
- Reservations are not guaranteed until all of the following have been completed and submitted: (1) Resort Rules, (2) Client & Guest Profile, and (3) Vaccination records.
- Any necessary cancellations are requested to be made at least 48 hours in advance of first reserved day. Any deposit is non-refundable, but is transferrable to a new reservation at time of cancellation.
- No-shows forfeit their entire reservation and accommodations will be made available for rebooking to other guests.

### General

- Each hotel guest receives 4 potty field trips per day. Additional breaks, services, and special amenities are available from the check-in concierge to customize each guest's stay.
- Guests are permitted to bring clean washable personal bedding or toys. Do not send items that are valuable, irreplaceable or have great sentimental value as Uptown Hounds is not responsible for loss or damage to any personal items left with guests. We ask that you limit your personal belongings to two items and that these items are labeled with permanent marker before bringing them in. For your pet's safety, we cannot accept rawhide, pig ears, or hooves.

## DAY PROGRAMS

### Daycare & Puppy Program

- Daycare is a service designed for social dogs to interact throughout the day with constant supervision. Due to safety precautions, daycare is not for every dog and this service is not designed to teach aggressive dogs to be social.
- Puppy Program is for guests up to 4-6 months, depending on temperament, and offers supervised socialization crucial to puppy development.
- Daycare classes are separated by size: small, medium, and large, but temperament and play style are considered in matching the Guest to a group. For a safe, high quality experience, classes have a ratio of 10 to 12 dogs per 1 staff member.
- Potential Daycare & Puppy Program guests must attend a one-day Daycare Evaluation and be deemed "safe for play." This time must be reserved in advance and all necessary documentation [(1) Resort Rules, (2) Client & Guest Profile, and (3) Vaccination records] must be submitted prior to evaluation. Please allow 30 minutes for a personal interview when dropping off for evaluation.
- Owner/Guardian certifies that Guest is at least 6 months of age (for Daycare).
- Unspayed females may not attend Daycare while in heat or for the proestrus period of one month after bleeding is first observed.
- Any major surgery must be completed 30 days in advance of participation.
- HOURS: These programs are available Monday to Friday, 7:00am-6:00pm. Extended Day service for late pick-up is available by reservation. Guests not checked out by reserved time will be charged Extended Day service and/or entered as a Hotel guest and applicable rates will apply based on availability.

- **RESERVATIONS & CANCELLATION:** Daycare services are prepaid and advanced reservations must be made as space is limited on a daily basis. Any reserved guest who does not check in or cancel in accordance with cancellation guidelines is charged for the full day as reserved. Reservations must be cancelled with 48 hours notice in order to avoid full day charges as reserved.

**Day Boarding**

- For your convenience, Day Boarding is a service designed for those pets who do not visit regularly or who are less social. Rather than staying with groups, they have private quarters and the same care offered to hotel guests.
- **HOURS:** Day Boarding is available Monday to Friday (10:00am-8:00pm), Saturday (10:00am-8:00pm), and Sunday (12:00pm-8:00pm). Guests not checked out by reserved time will be charged additional Day Boarding session and/or entered as a Hotel guest and applicable rates will apply based on availability.
- **RESERVATIONS & CANCELLATION:** Due to limited daily availability, Day Boarding reservations are required. Any reserved guest who does not check in or cancel in accordance with cancellation guidelines is charged for the full day as reserved. Reservations must be cancelled with 48 hours notice in order to avoid full day charges as reserved.

**SALON & SPA**

**Hours**

- Salon & Spa services (including Day Spa room reservations) are available daily by appointment; the Salon is closed most major holidays.
- Owner/Guardian agrees that guests not picked up by Salon closing time will be entered as a Hotel guest and charged standard Hotel fees based on availability.

**Reservations & Cancellation**

- Appointments should be made in advance for all Salon services and may be made in conjunction with Hotel or Day Program visits.
- Any necessary cancellations should be made at least 48 hours in advance.

**SWIMMING POOL**

The swimming pool is exclusively for use by canine guests. Owner/Guardian must accompany any pet using the pool and understands and accepts the responsibility of safety and protection of all pets and visitors in the pool area. Any guest conducting themselves in an unsafe manner may be asked to leave the premises and membership may be revoked. The use of the swimming pool is exclusively for enrollees of the Total Access program or by purchase of a day pass for said program.

**Medications & Veterinarian Services:**

- All medications must be provided by the Owner/Guardian in original prescription packaging, properly labeled with written instructions containing Guest’s name, type of medication, dosage and schedule with no handwritten changes.
- If your pet becomes sick or injured and requires professional attention, or if your pet passes away during its stay, we will attempt to notify you or your emergency contact at the telephone numbers you provide. If we cannot reach you or your listed emergency contact, Uptown Hounds at its sole discretion, may engage the services of a veterinarian and/or administer medicine or give other requisite attention to your pet, and the expense thereof shall be paid by you. If you refuse medical treatment for your pet, Uptown Hounds, at its sole discretion, may engage the services of a veterinarian and/or administer medicine to make your pet as comfortable as possible until picked up by you or your emergency contact, and the expense thereof shall be paid by you.
- Transportation fees will be charged for veterinarian visits, prescription pickup or any specialized travel services.

**Leash Use:** All pets must be on a leash while on the premises. Supervised training and swimming pool use are exceptions to this policy. Owner/Guardian must adhere to all posted signs and be aware of any areas of restricted entry.

**Abandoned Pet Procedure:** Unless otherwise required by applicable law:

- All services other than basic daily care will be terminated when a guest is not retrieved by end of scheduled stay. Contact will be attempted by phone using provided numbers.
- Contact may also be attempted in writing at the address provided to inform you that your pet will be deemed to be abandoned if not claimed in a specified reasonable amount of time and that we will deliver the pet to a third party adoption partner, Animal Control or other similar government agency. In no event shall Uptown Hounds have any further responsibility for the pet.
- You shall remain liable to Uptown Hounds for all unpaid charges including the court costs and reasonable attorney’s fees incurred in the collection of the charges.

**Payment for Services:** Owner/Guardian agrees to pay Uptown Hounds for the services provided to your pet during each visit at the rates set forth at the start of such visit (collectively the “charges”). Prices are subject to change without notice and seasonal rates may apply. You are liable for all charges incurred during your pet’s stay and any damage caused by your pet while at Uptown Hounds to include, but not limited to, destruction of in-room furnishings. Uptown Hounds reserves the right to collect any unpaid balance.

**OWNER/GUARDIAN HAS READ AND UNDERSTANDS THIS AGREEMENT WITHOUT FURTHER QUESTIONS AND AGREES TO ITS TERMS.**

\_\_\_\_\_  
Owner/Guardian Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Guest/Pet Name(s)

\_\_\_\_\_  
Date