



2206 W. Lamar Alexander Pkwy
Maryville, TN 37801
865- 375- BARK (2275)
Brewstersbarkandbed.com

BARK & BED GUIDELINES

Lobby Hours:
Monday- Friday 7:00am- 7:00pm
Saturday 10:00am- 2:00pm

Even though we offer supervised animal care 365 days a year, our lobby is only open during the hours listed above. The lobby is closed on the following holidays, so therefore we cannot accommodate arrivals or departures on: New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Policies, Procedures, Terms, and Conditions

CHECK- IN & CHECK- OUT TIMES

Pet guests may be checked in anytime during lobby hours. Check- out time is before noon on Monday- Friday and between 10am- 2pm on Saturday. Pets not picked up by noon Monday- Friday will be charged for an additional night's stay. Dogs going to Daycare or Grooming on check- out day will not incur a late check- out fee if picked up after 12pm.

For the safety of our staff and disruption to the animals in our care, arrivals and departures occurring outside of lobby hours are available for emergencies only. It is strictly by appointment only and will incur an additional fee.

RESERVATIONS

Brewster's Bark & Bed reserves the right to refuse services and admittance to any pet guest who lacks proof of vaccinations, displays signs of contagious health conditions, demonstrates aggressive behavior, or does not meet our health or temperament standards.

To expedite your check- in process, we strongly recommend you have the following forms filled out and turned in prior to your arrival:

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Boarding:

- Bark & Bed Guidelines
- Boarding Check- In
- Dog or Cat Profile
- B&B Pet Care Program
- Credit Card Authorization (Optional)

Daycare:

- Bark & Bed Guidelines
- Daycare Evaluation
- Dog Profile
- Credit Card Authorization (Optional)

Grooming:

- Grooming Profile Form

A Medication/Supplement Administration Form must be completed for pet guests that require medication and/or supplements during their boarding stay.

For all Bark & Bed guests, proof of current vaccinations is required prior to check- in. For your convenience, please have your veterinarian fax your record(s) to 865-320-0382 or email record(s) to brewstersbarkandbed@gmail.com.

PET HEALTH & SAFETY

- All pet guests must not have been exposed to any contagious or communicable illnesses within a 30- day period prior to check- in. Brewster's Bark & Bed reserves the right to request veterinarian documentation proving a clean health record.
- All pet guests must be on a flea and tick preventative schedule. If fleas or ticks are found on any pet, they will be given a flea bath and Capstar at the owner's expense.
- All Bark & Bed pets must arrive and depart on a leash or in a carrier for the safety of all guests.
- Any pet guests that require specialized attention and/or care are welcome. Please discuss your pet's needs with our staff to make sure that we can properly provide the care your pet needs.
- All pet guest medications must come in the original bottle prescribed from a veterinarian.

VACCINATION REQUIREMENTS

Proof of vaccinations from your pet's veterinarian are required before admittance to Brewster's Bark & Bed.

Dog Requirements:

Rabies
DHPP
Bordetella (every 6 months)

Cat requirements:

Rabies
FVRCP

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Brewster's Bark & Bed does not require pets to have a vaccination for canine influenza virus (CIV), however this vaccination is strongly encouraged.

All vaccinations must be administered at least **4 days** prior to Boarding, Daycare and/or Grooming.

DAYCARE

All dogs will be closely evaluated to determine temperament, play style, and mannerisms. Reservations are required for staffing purposes. Non- reservation dogs may be turned away if the ratio of dog to staff is reached. Daycare is offered Monday- Friday from 7am- 7pm. We offer daily rates as well as daycare packages. All packages are **non- refundable** and have a **90- day expiration date**.

Requirements:

All daycare dogs must meet the following requirements:

- Complete and sign the Daycare Evaluation Form
 - Be at least 12 weeks of age and have completed the first two series of vaccinations- DHPP, Rabies, Bordetella
 - Must meet vaccination requirements listed on page 2.
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GROOMING

To ensure a relaxing grooming experience, we see clients by appointment only. See Grooming Profile Form for more information.

FOOD

Pets are fed twice daily- in the morning and evening. However, we can also accommodate lunchtime feedings. Brewster's Bark & Bed requires that you provide your pet's food, as to not upset their stomach. Please put each meal in separate baggies, labeled with your pet's name and make sure you provide enough food for your pet's entire stay. If your pet runs out of food, Brewster's Bark & Bed will feed your pet house food for a fee of \$4.00/meal. If you choose to not bring your pet's food, Brewster's Bark & Bed will provide house food at the owner's expense.

BEDDING/BELONGINGS

Brewster's Bark & Bed provides comfortable Kuranda beds with fleece blankets and bowls for all pet guests during their stay. However, you are welcome to provide your pets with toys and

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any other personal belongings. We recommend you label all personal items. Brewster's Bark & Bed is not liable for lost or destroyed items brought into our facility.

DEPARTURE BATH

All dogs boarding will receive a complimentary departure dry shampoo bath. Please speak to the front desk at the time of booking if you would like to upgrade to a grooming bath or one of our spa treatments. Grooming baths and/or spa treatments are not guaranteed.

HOLIDAY CANCELLATION & DEPOSIT POLICY

All holiday boarding reservations during the specified dates will require a deposit of \$55 per suite for dogs and \$22 per townhouse for cats, that will be charged at time of booking. This deposit will be credited to the total amount due at check out. Failure to cancel at least 72 hours in advance will result in a loss of deposit. If you cancel more than 72 hours in advance, you will receive your deposit back in full.

Specified dates are as follows:

- Spring Break- dates will align with local school calendar
 - Fall Break- dates will align with local school calendar
 - Thanksgiving
 - Christmas
 - New Years
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PHOTO & VIDEO RELEASE

I agree to allow Brewster's Bark & Bed to use my pet's name and any images or videos taken while he/she is in the care of Brewster's Bark & Bed, in any form or format, for use at any time, in any media, marketing, advertising, illustration, trade or promotional materials.

PAYMENT

Payment for all accommodations and services reserved will be paid at the time of check-out. All additional or ancillary services added during the stay will be paid upon check-out. We accept Visa, MasterCard, Discover, American Express, debit cards, cash, and checks.

If a check is returned due to insufficient funds, you will be charged an additional fee.

PROPERTY DAMAGE

Brewster's Bark & Bed reserves the right to charge a property damage fee, up to \$100.00, for any damage to the facility caused by your pet, including but not limited to beds, walls,

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televisions, etc. To owners who believe their pets may cause property damage, please speak to a B&B staff member to help determine the best accommodations and amenities for their pet.

LUXURY CAMERA DISCLAIMER

Web Cam remote accessibility may have viewing inability and/or interruption circumstances out of Brewster's Bark & Bed control. Internet download and upload speeds at Brewster's Bark & Bed are the highest available from our internet service provider. Possible reasons for client viewing inability or disruptions include but are not limited to client's wireless network upload/download speed, router, device operating multiple connections simultaneously and/or version of operating system on client's device.

ASSUMPTION OF RISK

Owner acknowledges and is aware that the employees of Brewster's Bark & Bed are not veterinarians and are not expected to diagnose illnesses in the pets utilizing services at Brewster's Bark & Bed. Owner further understands that dogs are pack animals, lead with their teeth and paws, and are unpredictable in nature. As a result, no amount of vaccination requirements, supervision, sanitation, or personalized care from Brewster's Bark & Bed can be 100% certain to prevent dog(s) or cat(s) from being injured or contracting an airborne virus or communicable disease. Despite these precautions, owner understands these risks are inherent to the services and hereby releases Brewster's Bark & Bed, its employees or members or other agents, from any and all losses, damages, costs and expenses arising out of or in connection with any injury, communicable disease, airborne virus, or any other medical condition by owner's dog(s) and/or cat(s) at Brewster's Bark & Bed. This also applies to any claims for injuries or damages related to such medical care or transport. Owner agrees to be held solely responsible for any and all acts of behavior of dog(s) and/or cat(s) while in the care of Brewster's Bark & Bed, including payment of costs for injury to staff or other animals or damage to facilities caused by the dog(s) and/or cat(s).

In the event of an emergency, injury, or illness Brewster's Bark & Bed is authorized to engage the services of a veterinarian at the owner's expense, and to make whatever decisions are required for the owner's dog or cat. Owner agrees to pay all veterinary charges incurred by their dog(s) or cat(s) while in the care of Brewster's Bark & Bed. Owner grants permission to Brewster's Bark & Bed owners, and/or employees to take any and all action necessary to secure the well-being and health of the dog and/or cat.

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I acknowledge I have received a copy of the Brewster's Bark & Bed Guidelines and agree to all listed policies, procedures, terms, and conditions.

Owner's Signature

Date

Owner's Printed Name