

Hot Paws Policies & Procedures

Updated January 15, 2024

Hours of Operation

Monday - Friday from 6:30 AM to 5:30 PM & 8:30 -9:00 PM

Saturday 7:00 AM to 12:30 PM & 7:00- 8:00 PM

Sunday from 7:00 AM to 11:30 AM & 7:00- 8:00 PM

Holiday Hours may vary. Please check with our staff for Holiday hours.

Mandatory Evacuation / Weather

When leaving your pet for boarding, please monitor weather reports, especially during hurricane season. In the event of a Mandatory Evacuation of Amelia Island, we shall attempt to notify you and your emergency contact that Hot Paws is closing its facility per mandate. It is your responsibility to remove your pet from the premises in this case. If your pet is left in the care of Hot Paws and we have to evacuate your dog(s) with us, it will be done so at the owner's expense. Hot Paws will then be locked down until the local authorities announce it is safe to return.

Fees (Subject to Change)

- Daycare is \$34 per day per pet. Holiday rates may apply.
- Boarding is \$40 per night per pet. Holiday rates may apply. Please review our website or consult with a staff member for the specific dates (these dates will change from year to year.) Any dogs picked up after 12 pm will be charged for Daycare.
- Medication administration is \$6.50 per day. Dogs needing injectable or more complex medication such as insulin injections will be \$13 per dog per day.
- Special handling starts at \$20 per day or service.
- Shuttle services are available depending on availability. Price varies based on the time of day & distance. If you need a shuttle, please make arrangements with the Front Desk Staff for a quote and scheduling.
- Bath and grooming services are scheduled separately. All grooming service prices are timed based.

- Fleas & ticks all pets are checked for fleas and ticks at check-in, if found on your pet you will be notified immediately and offered one of our options at your own expense.
- Vet visits are at the owner's expense plus transportation costs.
- The pricing for house food is \$8.25 per day per pet.

Important Understandings

- All Hot Paws staff will use all possible care and caution in the care of your pet(s) while under their care. In the event of an escape, injury, or illness, you may not hold Hot Paws or any staff member responsible. You release any staff member to take your pet to the vet if deemed necessary, and you agree to pay all incurred charges that result from any injury or illness. You understand that if your dog is left 5 days after the pick-up date without notification or payment, the pet will be deemed abandoned and will be eligible for adoption or disposed of at the discretion of Hot Paws.
 - A history of escaping, jumping fences, breaking kennels, opening doors, or excessive digging must be disclosed.
 - Our play yards are covered with a mixture of concrete, lime rock, and AstroTurf. New dogs to our facility, be aware there may be paw tenderness as your dog gets accustomed to the new surfaces. If there are any concerns or if your pet has any history of sensitive paws, please let us know immediately.
 - Our play yards also have a variety of water features including pools and sprinklers. Hot Paws does not dry the dogs after playing in the yard unless grooming services have been scheduled. Please keep in mind that dogs who constantly and/or consistently play in the water will be damp which can lead to hot spots and/ or other skin conditions.
- Any belongings may be brought for your pet BUT IT IS AT YOUR OWN RISK. You understand items may get chewed on, or lost, and that blankets are washed every few days for sanitary purposes. We write on all belongings in permanent marker. You agree not to hold Hot Paws responsible for any of your pet's belongings while in their care. We do our best to always keep each dog's belongings with them, but as previously stated, things may get lost as toys are played with, blankets are washed, etc. Therefore, do not leave any item that you deem valuable to you or your pet. IF YOU WANT TO MAKE SURE YOUR VALUABLES ARE SAFE, KEEP THEM AT HOME. We do not replace any lost or damaged items that are brought with your pet. Thank you.

- We have hooks located in the lobby for leashes and collars to be left for pick-up. We are not responsible for any lost, damaged, or missing collars, tags, or leashes.
- A history of biting or aggression of a human or another animal must be disclosed.
- Daycare Package sales are final, non-refundable & non-transferable. Daycare packages can only be used on Daycare Services.
- Our Cancellation Policy is as follows: Cancellations made with less than 24 hours notice will result in a fee of up to the full cost of service. Cancellations made with less than 48 hours notice will result in a fee of 50% of the cost of service. As a courtesy clients will receive a reminder via text 72 hours before the appointment, however, clients are responsible for remembering appointments. If upon arrival your pet is unable to be groomed for any reason, the client will be responsible for up to the full cost of service and charged consequently. We allow a grace period of up to 15 minutes upon arrival for clients to show up to their appointments. After this grace period, the appointment will be considered canceled and the client will be charged consequently.

By leaving your pet with us, you acknowledge and agree with the following:

- You do allow and give your permission for your dog to be walked and play in the yards. To the best of your knowledge, your dog(s) does not in any way try to escape. If you know that your dog is an escape risk, please inform us so that we may take extra precautions. However, you understand that this is AT YOUR OWN RISK and you will not hold Hot Paws liable or responsible if your dog(s) runs away or becomes injured.
- You understand and agree that your dog is allowed to play with other dogs while at Hot Paws, and you agree to any liability that may come from such play. You understand that your dog(s) will not be allowed to play with any other dogs that appear aggressive in any way, and to the best of your knowledge, your dog is not aggressive in any way.
 - You also understand that your dog(s) is out in the yard with any other dogs unless specified by you in writing.
- You may drop off your dog for daycare or boarding anytime during our business day. In the event you drop off your dog for daycare and cannot or do not pick up your dog before closing time, you will pay for overnight boarding care and fees and may pick up your dog the following business day. If you pick up your dog

after check-out time, daycare fees apply for that day and will be charged accordingly.

- We recommend regularly scheduled grooming for dogs who are boarding for extended periods or for dogs who come frequently for daycare. Regular grooming can help us see early signs of health concerns which we will relay to you and to help your pet's coat to be maintained in a healthy manner and a style of your preference. We recommend keeping your pet on a weekly or biweekly grooming schedule.
- All dogs are assigned to a yard based on a variety of factors including but not limited to their playstyle, yard size, temperament, and dogs' needs. The assignments are done at the discretion of the HP assessors. Dogs do not always interact the same as they do with their families and Hot Paws takes pride in matching the right dogs together.
- All dogs are required to take breaks during the day. We offer several types of breaks depending on the needs of the pet. They include pad breaks, weather intolerance breaks, meal breaks, and need-based breaks. This means that sometimes a pup may not be in the yard all day but allows for the pet to have rest time or naps in the enclosed shaded outdoor kennels or inside.
- Treats and snacks are not provided in the yards. We do offer to feed pets lunch should an owner send them a lunch or mid-day snack. There is no charge for us to feed lunch. Please keep in mind that not all dogs will eat lunch because they are too excited to play with their friends. Dogs may be unusually hungry or thirsty on daycare days. They have an ample supply of water both inside and outside. We cannot force dogs to drink, but we do make sure there is plenty of clean, fresh water available. Running and playing create a big appetite, too!

You understand and acknowledge that Hot Paws has agreed to accept your pet based upon your representations that:

- Your dog is in all respects healthy and is current on all required and customary vaccinations, including, but not limited to Bordetella and Rabies; (B) Your dog has not at any time in the past harmed or shown aggressive or threatening behavior towards any other person or any other animal; (C) There is no history of behavioral issues of any kind as a result of being confined in a small area; (D) Your dog does not suffer from any disability, illness, or other condition which

could have an adverse effect on the health of, or could jeopardize the safety of another dog.

- Your dog may be isolated and kept apart from other dogs should Hot Paws determine that your dog may be in danger or may endanger other dogs by virtue of its conduct or behavior. You understand that Hot Paws desires to maintain the health, reasonable care, and comfort of all dogs within its care facility, and to adequately provide for the safe keeping of such dogs in which it has custody.
- Unless agreed to in writing, you entrust Hot Paws to use its reasonable judgment in caring for your dog. Should any decision affecting the handling of the dog become necessary as the result of inclement weather or other natural causes relating to such a decision, Hot Paws shall use reasonable judgment given the circumstances.
- You understand that reservations are required for all boarding stays and a non-refundable deposit during holiday seasons is required to hold a booking. Holiday deposit requirements will vary depending on the holiday. The deposit will be either 30% of the anticipated final invoice or a pre-payment for the anticipated final bill. Cancellations of a holiday reservation will result in a forfeit of any payments.
- Prior to Hot Paws providing any daycare or boarding services, all dogs must pass an initial personality evaluation administered by Hot Paws or a Hot Paws-appointed representative on our designated days. Please speak to the Front Desk Staff to verify our Introduction dates. The assessments are required to be completed prior to a dog staying for daycare
- Reservations are required for daycare late pick-ups. We may have limited daycare capacity and late pick-ups during holiday times. All daycare dogs must go through a Hot Paws Daycare Assessment which is charged and scheduled separately. Once a dog has been evaluated and passed, they are welcome to join in for our daily daycare.
- You understand that if a dog remains at Hot Paws' facilities for a period of 5 days or more beyond the period of time for which you and Hot Paws have agreed that Hot Paws would provide services for such dog, and Hot Paws cannot contact you, Hot Paws will consider your dog abandoned and may place your dog in an appropriate home, offer your dog for adoption, or otherwise dispose of your dog, at Hot Paws discretion. Any extra day without letting Hot Paws know in advance (24 Hrs), will be charged double.
- You agree to pay Hot Paws for all services rendered. All services require payment upon pick up. Upon receipt of an invoice, you agree to take full

responsibility for prompt payment. A handling fee of \$50 will be charged on all returned checks or late payments.

- Hot Paws will not release your dog to anyone but you without prior written notification.
- The owner understands that Hot Paws utilizes kennels for overnight boarding, daycare, and grooming services. If a dog is not familiar or not used to being kenneled, and becomes stressed, destructive, or exhibiting undesirable behavior that could result in an injury, Hot Paws may require the owner to seek a veterinarian for medication or to remove the pet from the facility. If the owner is unavailable to retrieve medication or the dog, Hot Paws has the authority to seek a veterinarian's help at the owner's expense.
- The owner agrees that if the Dog damages property belonging to Hot Paws, Hot Paws may use the Owner's Card to pay for that damage and the Owner authorizes the use of the Card. You are responsible for any damage or injuries, that your Pet may cause to the facilities, Staff, or other Pets at Hot Paws, (Cages, Toys, Equipment, other Pets, or Staff), Any expenses resulting from the above-mentioned damage, will be paid for by you at Hot Paws discretion.

Health & Medical Information

- Owner acknowledges Hot Paws is not an animal hospital and does not have a Doctor of Veterinary Medicine or other veterinary professionals on staff.
- In the event the Dog becomes ill or injured, Hot Paws shall notify the Owner, and if the Owner cannot be contacted or reached, the emergency contact provided in the Hot Paws Registration Form will be contacted. If the emergency contact cannot be reached, the Owner has failed to instruct Hot Paws regarding measures to be taken, or if an emergency exists that requires immediate action, Hot Paws is authorized to engage the services of a veterinarian of Hot Paws' choice and to approve medical and/or emergency treatment (excluding euthanasia) as recommended by a veterinarian. The owner therefore hereby allows Hot Paws to attain medical attention for Dog from any qualified veterinarian and to transport Dog to and from that veterinarian when Hot Paws deems such medical care important for Dog's health at owner's expense. Owner grants Hot Paws full power of decision involving the medical treatment of the Dog and if the customer is unable to be reached to pay the vet bill themselves, they understand that they are responsible for reimbursing Hot Paws for any payments made on their behalf.

- Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. Please make sure to alert us of any current or past issues so that we may keep an eye out for them. All medical expenses for veterinary care will be covered by the pet's owner upon signing this contract/ agreement.
- For Senior Pets
 - The owner understands that their pet(s) have a medical condition(s) and/or is/are senior(s). They are aware that grooming, boarding, or daycare can cause stress that can exaggerate or expose new problems, or even lead to a serious medical event or death.
 - They understand there are mental and behavioral changes in senior dogs or dogs with medical conditions, and they are groomed for comfort only and not appearance.
 - The owner releases Hot Paws Pet Resort from any liability should any problem/medical issues occur.
 - The owner is solely responsible for any and all medical bills related to their pet, and should an emergency arise, the owner has given permission to Hot Paws to seek veterinary care at the nearest veterinary clinic. The owner understands that Hot Paws has the best interest of my pet in mind and will do everything to keep my pet safe. All medical expenses for veterinary care will be covered by the pet's owner upon signing this contract/ agreement.
 - In the event that Hot Paws feels that grooming will be too stressful for the pet, the groom will be stopped immediately and the owner will be contacted. In the event that Hot Paws feels that the pet is no longer suitable for boarding or daycare at Hot Paw, they will notify the owner immediately and will be responsible for picking up the pet or arranging for other care.

Vaccinations

- All pets are required to be current on all vaccinations and up to date on their Rabies and Bordetella vaccinations to receive grooming services. Kennel cough is a respiratory condition (similar to a human cold) caused by a variety of viruses and bacteria often spread by direct contact with dogs. At Hot Paws, we require the Bordetella immunization record. Keeping your dog current with their immunization will help to prevent the spread of kennel cough and/or diminish the severity of infection in your pet. It is the responsibility of the owner to provide the necessary medical records before any appointment or services at Hot Paws.

- With the requirement that all dogs visiting us be vaccinated against kennel cough, if a pet should become infected, all treatment and costs associated shall be the pet owner's responsibility.
- Flea & Ticks
 - Hot Paws strives to be a flea-free facility. If your pet has any fleas, they will be given a flea bath at your expense, price varies based on the size of the dog). If you do not want them to receive one, you can reschedule your appointment after the problem is resolved. You represent that your dog is currently protected by a flea and tick care preventive and that your dog will be protected by this preventive throughout each day your dog attends Hot Paws. If your dog is found to be infested by fleas and/or ticks, Hot Paws will administer flea and/or tick treatment services and you will be charged for such services.
- Veterinarian Authorization---Medical Emergencies
 - This release gives Hot Paws full authorization to seek medical treatment from the nearest vet clinic, in the case of any medical emergencies while in the care of Hot Paws.

Grooming

Your pet is very important to us. Hot Paws assures you that every effort will be made to make your pet's grooming experience as safe and pleasant as possible. Safety comes first for everyone— people as well as animals—during the grooming process. If you have any questions, please do not hesitate to ask!

- Accidents
 - Although accidents are exceedingly rare, there is a risk when dealing with animals. Grooming equipment is sharp and although we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quicking of nails, etc. In most cases, this can happen when an animal is wiggling or moving around.
 - Your pet's safety and comfort are our number one priority. In the event an accident does occur, you will be notified of the accident. If HOT PAWS feels it is serious, and the owner is not on-site, HOT PAWS will seek immediate veterinary care for your pet with the closest vet clinic.
- Dangerous or Aggressive Animals—Refusal of Services
 - HOT PAWS has the right to refuse any services at any time. In the event that your pet is too stressed or becomes dangerous to groom, HOT PAWS has the right to refuse grooming services, stop grooming services, or cancel

grooming services at any time before, during, or after grooming and the client will be charged a grooming fee (covering the costs for what was done up until that point.)

- Use of Muzzles
 - Muzzling does not harm your pet and protects both the pet and the staff. In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue. If your pet still acts in a way that is dangerous, HOT PAWS has the right to stop grooming services at any time and a service fee will be collected. We do not muzzle unless your pet needs to do so. Other methods are used to calm your pet first, muzzling is a last resort. Dogs that require muzzling or extra staff to help manage them will be charged at a higher than standard grooming rate. This is because dogs showing aggression or acute nervousness take much longer to groom.
- Interruptions During Grooming Services
- Matted Coats
 - Animals with severely matted coats require extra attention. Mats in an animal's coat grow tight and can ultimately damage and tear the animal's skin and can even provide a breeding ground for parasite infestations.
 - HOT PAWS will not cause serious or undue stress to your pet by dematting. Mats can be very difficult to remove and may require the pet to be shaved. Removing a heavily matted coat can cause nicks, cuts, or abrasions due to skin growths trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus, or bacteria to grow, producing skin irritations that existed prior to the grooming process.
 - After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions, and failure of the hair to regrow. In some cases, pets may also exhibit brief behavioral changes. Prevention is the best defense by scheduling regular grooming appointments, every 4-8 weeks. If your pet needs to be shaved to remove matting, by signing below, you acknowledge that you agree to this procedure and any risk. There will be an additional charge for this process: it is time-consuming and causes extra wear and tear on grooming equipment.
- Furminator (Low Shed Treatment)
- Every dog sheds year-round, some much more than others. Then there is the twice-annual "blowout" that for some dogs is extreme. Our low-shed treatment uses a variety of tools and products, depending on what works best on each dog coat—the Furminator tool simply does not work on all types of coats. With every dog, there is only so long that we can brush before the skin becomes irritated and we must stop. Again, for most dogs, most of the time, a once-a-month bath and

lowshed/Furminator are sufficient. However, for some dogs, and during some times of the year, this isn't enough to see a significant difference. In some cases, it may take multiple rounds of this process to get through the heaviest shedding months. When the groomer/bather is done with your dog, they will discuss their recommendations for the best course of action.

- For the safety of the animals being groomed, as well as the professional pet groomer, it is asked that you do not interrupt the groomer during grooming. Every effort will be made to ensure your pet is groomed as safely as possible, but an excited pet can be dangerous to continue to work on. After dropping your pet off, please do not stop back in the shop until you have received a text or phone call from us that your pet is ready. If you have any questions after dropping off, please text or call us.

Photographs

Owner consents to the use of all photographs, videos, and photographic images of Dog taken while on Hot Paws premises in any promotional materials of Hot Paws, including, but not limited to, publications, advertisements, and Hot Paws' website and social media sites.

Satisfaction

Your satisfaction is very important to us. If you are unhappy for any reason with your groom, daycare, or boarding services please contact us within 24 hours and we will endeavor to find a satisfactory resolution for the present situation.