

HOUSE RULES



Published January 2011

RESERVATIONS

- To ensure quality service, reservations can only be guaranteed with an advance credit card deposit at the time of booking.
- Confirmed Reservations require a one (1) night's advance deposit and must be cancelled with at least ten (10) days notice prior to arrival date. Failure to cancel a Confirmed Reservation with at least ten (10) days notice prior to arrival date (including a "no-show") will result in loss of deposit.
- Peak/Holiday period Confirmed Reservations require a two (2) night minimum stay, a two (2) night advance deposit and must be cancelled with at least ten (10) days notice prior to arrival date. **Our lobby is closed for arrival and departure (and thereby require a two-night minimum stay) on: Thanksgiving Day, Christmas Eve/Day, New Years Eve/Day, Easter Sunday, Memorial Day, Independence Day and Labor Day.**
A complete list of peak and non-peak periods can be found on our web site.
- We request 24-hour notification for cancellation of Day Camp, grooming, day spa, and rehabilitation services, so that we may reschedule without charging for missed appointments.
- Accommodations are available for those who would like their family's pets (of the same species) to stay together. We offer a family pet discount of 30% (of the nightly suite rate) off each additional pet IN THE SAME SUITE (size/breed limitations may apply). In addition, we offer select suites which adjoin together. In such case, the first pet in each suite is charged 100% and then the multiple family member discount applies thereafter.
- To ensure availability, it is recommended that reservations be made well in advance.

CHECK-IN / CHECK-OUT / HOURS

- **Check-time begins at 3 P.M. (until close)*** in order to allow housekeeping ample time to properly sanitize and prepare each suite for arrival. We shall make every attempt to accommodate special requests for early check-ins. There is always a full charge for the first day of stay, regardless of check-in time. ***Please allow an extra 15 minutes in your schedule to ensure accuracy at check-in.***
 - **Check-out time is 12 noon (or earlier)*** in order to allow housekeeping ample time to properly sanitize and prepare each suite for its' next guest that afternoon. Pets not picked up by 12 p.m. will require additional care and will be charged a \$25 late check-out fee, unless scheduled for a grooming or Day Camp service. Pets not picked up prior to closing time will be considered overnight guests and be charged an additional night's boarding stay. For security purposes, proper photo identification may be required to release any pet.
- * Due to security and accuracy considerations, we regret we cannot accommodate check-ins or check-outs during non-business hours.

We open and close promptly at the following times, with NO EXCEPTIONS:

BUSINESS HOURS

MONDAY – FRIDAY	7 a.m. – 7 p.m.
SATURDAY	8 a.m. – 4 p.m.
SUNDAY	8 a.m. – 4 p.m.

NOTE: The Barkley cares for pet guests 24 hours per day, 365 days per year.



DAY CAMP

- Day Camp is a cage-free service designed for social dogs to play and have fun. Safety is our primary goal, therefore, Day Camp is not for every dog*. It is not a place for aggressive dogs to learn how to be social. To be accepted into our Day Camp program, each Day Camp guest must:
 1. Complete a Day Camp Application acknowledging separate Agreement and risk factors
 2. Be at least 12 weeks of age and have completed their first two series of vaccinations, including the bordetella vaccine
 3. Meet our published vaccination standards
 4. Be spayed or neutered (except puppies under 6 months)
 5. Attend a Day Camp evaluation day and be deemed "safe for play"
- Day Camp is offered from 7 a.m. to 7 p.m., Monday through Friday and 8 a.m. to 4 p.m. Saturday and Sunday. Dogs not picked up by closing time will be considered overnight guests and charged the standard boarding rate for that evening.
- Day Camp fees are based on a single visits or pre-paid pass plans. Passes have no expiration. All pass plan sales are final. Unused portion of packages (after deducting the used services at regular standard rates) shall be transferable for use on other services at The Barkley, but in no instance shall they be refundable. Packages may not be sold or transferred to any pet outside Owner's direct ownership.
- Overnight guests wishing to attend Day Camp must be "accepted" prior to first day of stay. Dogs under 15 lbs. may participate in Standard Day Camp if special waiver is signed.
- Day Camp is limited in size, therefore clients are strongly encouraged to make reservations in advance to avoid disappointment. Priority goes to clients with standing reservations. We request 24-hour notification for cancellations in order to properly staff a safe play environment.
- To avoid food fights, we do not feed during the Day Camp day. Dogs requiring oral and topical medications will be administered for \$1.50 per dosage.

* We regret that for insurance/safety precautions, we cannot admit the following breeds (or mixes) into Camp: Pit Bulls, Bull Mastiffs, Cane Corsos, Presa Canerios, American Staffordshire Terriers, Akitas, Chow Chows and Rottweilers. In addition, while not restricted, certain breeds (prey drive, herding, etc.) typically do not do well in the Day Camp setting such as: Boxers, Greyhounds and German Shepherds.

HEALTH CARE

- The health and safety of each guest is our number one priority, therefore, we consult our neighbors at Westlake Village Animal Hospital when we deem medically necessary. Every pet must have an Overnight Guest Profile form completed prior to his/her stay. This profile helps us understand your pet's background, personality and special needs so we can make his/her visit as safe and as comfortable as possible.
- All guests must be in good health and must not have had or been exposed to any contagious or communicable illnesses within a 30-day period prior to check-in. The Barkley advises against boarding guests that have a terminal illness and are in the late stages of that illness.
- Each pet receives a pre-entry evaluation prior to admittance. This helps ensure a flea-free, healthy environment. Pet's showing signs of vomiting, coughing, gagging, sneezing or diarrhea may not be admitted.
- Guests must possess a temperament that allows staff members to be able to properly care for them. Allowances may be made for specific temperament issues, but pets cannot pose a danger to staff members.

PAYMENT

- Payment for all accommodations and services reserved will be paid at check-out. The Barkley proudly accepts cash, Visa, Mastercard, Discover, American Express, Barkley Bucks Gift Cards, and personal checks.



VACCINATION REQUIREMENTS

- In the best interest of all, each guest must meet our published vaccinations standards before admittance. Pets requiring vaccination updates must have the vaccination(s) administered **prior to date of service or check-in**. Individual circumstances may be considered with written documentation from a veterinarian. Titers are accepted with proper documentation.
- Puppies must be at least 9 weeks of age and have completed their first two series of vaccinations, including the Bordetella vaccine. Puppies over 18 weeks of age must have their full series of vaccinations, including the rabies vaccine.

DOGS:

RABIES: Current in the last year for puppies and the past three years for adults.
DHPP: Current in the last year.
BORDETELLA: Current in the last **six months**.

CATS:

RABIES: Current in the last year for kittens and the past three years for adults.
FVRCP: Current in the last year.
FELINE LEUKEMIA: Current in the last year.

FOOD, MEDICATIONS & EXERCISE

- As recommended by our veterinary advisors, we feed a high-quality, low-residue, kibble diet by Hill's Science Diet. **(We do not provide canned food)**. You may choose to provide your own food (at no additional charge), so long as each meal's serving size is prepared in a separate baggie and labeled appropriately, by meal, with your pet's first and last name on it. Due to the specific nutritional demands of puppies and felines, it is recommended these pets have their diets provided by the client. We feed twice daily – in the morning and evening. Extraordinary preparations and/or additional feedings are subject to an additional fee. In the event your supply of food or medication runs short and needs replenished, a service fee will be charged in addition to the cost of the product in need.
- The Barkley will administer oral and topical medications at \$1.50 per dosage. All medications shall be provided by owner and clearly labeled with written instructions, including: medication name, pet's name, dosage, and administration schedule. Guests requiring specialized care (injections, handling, splint/bandage changes, hand feeding, walking assistance, pee pee pads, etc.) are handled on a case-by-case basis.
- It is standard for each canine guest to "go outside" three times per day. Additional "potty breaks" are available for \$5.00 each.
- Exercise and activity programs are available as ala carte options. Inquire within.

BELONGINGS

- We provide comfortable, clean bedding, toys and blankets which comfort your pet and adhere to our strict standards. Unfortunately, due to safety and sanitary considerations, **we cannot accept any personal belongings (toys, bedding, blankets, etc.)** other than an unwashed, disposable t-shirt to help reduce separation anxiety. We use customized safety collars and leads. Therefore, all carriers, leashes, collars and harnesses will be returned to owner upon check-in.

FACILITY TOURS

- The Barkley is available for view 24-hours per day via our web cam feature on our web site. We also offer personal guided facility tours at the following times:
- For the benefit of our pet guests, tour times are carefully crafted as to not interfere with cleanliness, cuisine and comfort. Due to strict vaccination standards, **no pets** are allowed on tours.

TOUR TIMES:

TUESDAY: 6 p.m.
WEDNESDAY: 12 noon
THURSDAY: 6 p.m.
SATURDAY: 12 p.m. and 2 p.m.
SUNDAY: 12 p.m. and 2 p.m.

GENERAL

- At The Barkley, our pet guests are also on vacation. Visitation during boarding is both confusing and interruptive, and therefore, is highly discouraged.
- The Barkley reserves the right to refuse admittance to any pet guest for any reason, at any time, who lacks proof of vaccinations, displays signs of untreated or potentially contagious conditions, demonstrates aggressive behavior or who fails our standard health and temperament policies.
- Our prices, policies, services and hours are not negotiable and are subject to availability and change without notice.
- Upon admission for services, your signature of contract acknowledges your awareness and acceptance of our policies.

Thank you for your trust in allowing us to care for your pet, a member of your family and of ours.