

New Guests' Requirements for Back Bay Pet Hotel

1. New Guests who wish to board their pets must be given a tour and a consultation with our staff 3 days prior to boarding their pets
2. Client Information/Financial Policy sheet must be completed at the time of reservation. ***A signed imprint of the new guests' credit card as well as a copy of their driver's license, are required.*** No faxes please. (Credit card will be charged for boarding or any other applicable services, if and when pets are not checked out on the due date of pick up).
3. First time guests must pay in CASH or CREDIT CARD
4. Current Vaccinations **Must** be presented **before** reservation can be made.
5. Boarding days must be prepaid in full for the duration of the pet (s) stay and are non-refundable. However, a hospital credit can be issued.
6. Written authorization from the owner must be given in order to release the pet (s) to a relative or friend of the owner. Picture ID must be shown.
7. New guests **must** make sure to leave a telephone number where they can be reached in case of an emergency. Boarding can be stressful for some pets and sometimes illnesses may develop which were in the process of developing at home. We will make every attempt to contact you prior to any treatment.
8. New guests must be prepared to check their pet (s) in 1-2 hours prior to departing on Vacation.
9. If new guests choose to board their pet (s), they must sign and print their name at the bottom of the page, confirming that they have read and have accepted our hospital boarding policies.

We will be closed on the following days:
Memorial day, July 4th
Labor Day, Thanksgiving Day
Christmas Day and New Year's Day
Christmas Eve and New Year's Eve open half day

Signature of Pet owner

Date

Print name