

Services and Policies As of 4-1-19 to 3-12-20

989-277-0740
heavenlyscentspets@gmail.com



8246 N. Delaney Rd.
Henderson, MI 48841

www.heavenlyscentspetresort.com

**Welcome to Heavenly Scent Pet Resort, your partner in the life-long care of your dog.
Affordable Luxury Boarding, Compassionate Grooming, Day Care and Obedience Training.
Where your dog will have more fun than you on your vacation!**

Who We Are

Heavenly Scent Pet Resort and Grooming Spa is a compassionate, caring grooming spa, affordable luxury overnight resort, day care and training for the dogs in your life. Your cherished family dog will be cared for by a professional team, romp on a beautiful five acres with fenced play yards, rest or slumber in luxury home-like suites, meet friends in an indoor playroom and the play barn, and go on country walks or adventurous hikes on surrounding trails. The country setting is the perfect spa and vacation spot for your dog. Heavenly Scent Resort is a 16-dog commercially licensed facility meeting premium pet care standards with our personal residence on site. Because we live on site, guests are normally not left unattended for more than five hours.

Due to popularity, the Resort books holidays and summer weekends several weeks in advance. Please check availability for your dates as early as possible. www.heavenlyscentspetresort.com

Because we offer a luxury, homelike environment, we may not be the best choice for your dog if you struggle with barking, behavioral, destructive, aggression, obedience or housebreaking issues (please discuss in advance).



Dog Grooming at the Resort Spa

Grooming Spa customers may call 989-277-0740 for the next available appointment. We are the best choice for customers who commit to a regular, repeating grooming schedule of every 2-10 weeks and who want a professional groomer caring for their dog's specific needs, style and temperament. Take a look at Carol's article, "How to Choose a Dog Groomer", to help you decide where to have your dog groomed. Cancellations or reschedules may be charged full price if within 24 hours of appointment.

All Grooms Include

- Nails trimmed
- Ears cleaned and ear canal hair plucked if necessary
- Anal Glands checked, expressed if appropriate
- Massaging bath with coat-appropriate shampoo
- Skin and coat conditioning rinse
- High-velocity dry off for undercoat removal, straightening of curly coats
- Hand blow dry and brushing for optimal coat finish and shedding coat removal
- Pads shaved
- Sanitary area shaved as appropriate
- Hair cut in accordance with breed standards or owner preference
- Finishing fragrance and Bows or Bandanna
- Alert to potential health or skin problems observed.
- Grooming Customers who need to stay more than one hour before/after their appointment will receive full day care services at day care rates.

Also Available

- Teeth brushing: \$10ea or 4 for \$30
- Blueberry Facials to minimize stains: \$6-8
- Soothing Paw/Pad Soak: \$4-6
- Medicated shampoos and conditioners for dry, irritated, or allergic skin types: \$5-15
- Odor neutralizing bath: \$15-40
- Flea/Tick bath: \$10-15
- Coat dematting: \$5 for 10 minutes
- Furminator System of shampoo, conditioner and brush out for excessive shedding: \$10-20
- Creative grooming - Hair color, nail polish, accessories, costumes for special occasions: Quoted
- Daycare services available on day of groom.
See Playcare within this brochure.



Dog Training at the Resort

We are pleased to offer obedience training for dogs from 8 weeks old to senior citizens. Group sessions and private lessons are offered April through mid December. Class schedules are published as events on the Heavenly Scent Pet Resort Facebook page as well as on the web site. During the 4-5 week courses (or 2 week compressed) you'll be introduced to the basics of sit, down, leash walking, stay, come, off, watch and leave it as well as discussions regarding health issues, food selection, and grooming tips. Classes are taught by Trainer Carol Vaughn. My training style is Positive Reinforcement with gentle correction. Pay the class fee to be added to the class roster. Includes online convenience fee of 2.90%. Due at first class is proof of Rabies, Parvo/Distemper, Bordetella and Fecal exam. Bring soft, one-bite-size training treats (I sell my preferred brand) and a 6' leash. No retractable leashes permitted. Cancellation after the first class forfeits the class fee.

Dog Playcare at the Resort

Giving your dog a fun, organized and meaningful playcare experience is the goal of the day care program at Heavenly Scent Pet Resort. The first step to enter the program is a 15-30 minute Meet&Greet on site with you and your dog prior to your first Playcare date and then a 4 hour paid play date to assess socialization skills and behaviors. PlayCare is offered in 4 hour blocks from 7:00am to 5:00pm M-F. Playcare may be combined with grooming and boarding at reduced rates. Playcare is by appointment only. Cancellations within 24 hours may be charged full price.

Playcare Rates:

- \$18 Adult Rate per Dog for 8 hours
- \$10 Adult Rate per Dog for 4 hours
- \$22 Puppy Rate per Dog for 8 hours
- \$12 Puppy Rate per Dog for 4 hours
- \$3 per hour thereafter

Playcare Rates when combined with Boarding or Grooming:

- \$16 Adult Rate per Dog for 8 hours
- \$8 Adult Rate per Dog for 4 hours
- \$20 Puppy Rate per Dog for 8 hours
- \$10 Puppy Rate per Dog for 4 hours
- \$3 per hour thereafter

Dog Boarding at the Resort

New customers may call or schedule online a 30 minute Meet and Greet visit with your dog and family at least 5 days prior to your stay to see the facility, assure we have what your dog needs and that it's a good match for everyone. Current customers may call for a reservation or send a Reservation Request online. Overnight suites are available to customers who have been bathed or professionally groomed within the last 6 weeks. Please do not bring us a stinky, dirty dog as it affects the stay for all our guests. All dogs need and deserve care that includes at a minimum nails trimmed, a coat soothing bath and ears cleaned. If your dog needs care, we will provide a resort groom at current prices at the beginning of their stay to guarantee the other guests that all guests are clean, parasite free, have a known personality and are ready for a great time.

Accommodations

Resort Suites vary in size from 12 to 24 square feet with inviting tile floors, colorful laminate walls and glass doors and dividers. Suites will be assigned based on availability, size and behavior of your dog and the number of family members staying together. Open boarding is also available in the indoor playroom for the most courteous/obedient guests upon request and based on continued good behavior.

Each of our guests receives the care and love of home including:

- Individual guest suites. Family occupancy is available for related dogs living together.
- Wake-up calls and breakfast served from 6:00-6:30 am.
- Five to seven outdoor, leash-free potty breaks, five to 10 minutes each, weather dependent in the ¾ acre grassed, five-foot high fenced play yard beginning at 6:00a.m. and ending at 7:00p.m.
- Water served in a raised diner and refreshed twice-daily minimum or as needed.
- Daily housekeeping
- In-suite dining up to 2x daily with your food (Resort food selection available-serving Best Breed but we recommend your own food to avoid stomach upset)
- Activities and Amenities offered mid-morning and mid-afternoon shown below.
- Dinner bell rings between 4:00 and 5:30pm
- Bedding supplied but your bedding recommended for a sense of home.
- Last potty break and lights out between 6:30-7:00pm.

Also available for a small fee:

- Special feeding needs accommodated: including heating, moistening, mixing, and refrigeration.
- Medical needs accommodated: including dispensing prescriptions, injections, vitamins, and skin/ear treatment.

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Activities and Amenities

Most dogs staying at the resort want and/or need the amenities and activities that make the difference between a comfortable stay and a truly wonderful and fun stay.

We will recommend a plan based on your dog's needs and activity level.

- **Country Walk:** On-leash, 10-minute power walk on trail or road, lots of sites and smells: \$5.00
- **Group Play:** Active, romping, supervised 10-30 minute play with socialization/size based small groups: \$5.00
- **Cuddle Time:** 10 minutes of one-on-one, face-to-face lovin' time with your cuddle dog: \$5.00
- **Pet Massage:** A complete nose to tail rub down in their suite with special attention to neck, shoulders, hips, feet and ears, 10 minutes: \$10.00.
- **Bedtime Treats:** A healthy treat given with a goodnight kiss: \$1.00
- **Introductory Obedience Training:** 30 minutes of one-on-one leash time to reinforce non-pull walking, heel, sit, stay: \$25.00
- **Special Needs:** Quoted per your requests.

Required Vaccinations and Preventives

We must receive proof of vaccinations by a licensed Veterinarian no later than five (5) days BEFORE your pet's date of arrival. You may have them mailed, faxed, text or dropped off. We regard our guests' health to be of the utmost importance and will strictly enforce these policies. Failure to follow these health policies will result in your pet being denied check-in.

Required for all Services:

- Rabies
- Distemper/Parvo (5 in 1)
- Bordatella (Kennel Cough)
- Negative fecal test (within last 12 months)
- Flea/Tick Preventive (April-November)

Dogs boarding or playcare must be spayed/neutered (fixed, unsexed) unless they are an active AKC show dog.

Boarding Rates:

- \$30 Adult Rate per Dog per 24 hour stay
- \$35 Puppy Rate under 12 months. Some puppies may be more based on maturity and needs.
- \$35 Playroom Open Boarding Rate per dog is available for qualified families of dogs, Puppy rate \$40.
- Rates are for a 24 hour stay. Day care rates apply beyond the 24-hour check out time.
- Check in/out times are by appointment only. Allow 15 minutes for check-in/out.

- **After Hours Service:** Check in/out before or after normal business hours: \$30.00 by special arrangement.
- **Reservations** require a deposit equal to the number of nights you are staying at the adult rate. A \$10 non-refundable cancellation fee will be charged per dog on all canceled reservations. Cancellations within 72 hours of arrival forfeit the deposit. No refund will be given for late arrival or early departure. There is a two-night minimum during the holidays and on all weekends.

What to Bring From Home

Food: We provide premium brand food but because a sudden change in diet may cause your pet to have diarrhea and an upset stomach, we require you to bring their own food. Please bring only enough for the length of stay plus one extra day (transportation problems, original plans change). Please put all food in one gallon zip lock bags. Estimate food as best you can and do not send #40 for a two-day stay. All pets are fed twice a day, morning and evening, to minimize the possibility of bloat. Those guests normally fed once a day at home will have their daily amount divided in half for breakfast and dinner.

Beds: We provide cozy fleece beds but encourage you to bring their favorite washable bed or blanket. We will wash bedding as necessary but may decide to remove the bed if repeat soiling occurs. If bedding has a non-washable inner pillow/filler, please place the pillow in a plastic garbage bag inside the cover to protect it from soiling. If your dog is a chewer and damages a resort fleece bed, you will be charged a fee of \$25 and take possession of the damaged bed at the end of your pet's stay.

Bowls: We provide standard and elevated food and water bowls, but if your pet is particular about dinnerware, you may bring their favorite unbreakable dish. A microwave and refrigerator are available for food preparation.

Toys: Please limit the number of toys from home to two toys that may be returned altered if played with by others, or soiled, damaged, or lost (don't bring the favorite, cherished toy).

Other: If you know your pet has a difficult time being separated from you, you may want to include one (1) article of clothing (recently worn and unwashed) that will smell like you. NO rawhide chews of any sort will be allowed in your pet's suite due to potential health hazards, choking and/or intestinal blockage. Safe chew toys include Nylabone brand chews and Kong brand toys.

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Damage/Injury

We have designed Heavenly Scent Resort as a luxury dog accommodation with fixtures and furnishings that are equivalent to items found in your home. Guests are expected to be mindful of this environment. This is not an indestructible environment as is typical in a cement/chain-link boarding kennel. Therefore, you are responsible for any damage done to the resort property by your dog from any cause including chewing, digging, scratching, breaking, etc. You are also responsible for all expenses incurred as a result of injury to an employee or other dog caused by your dog.

Medications

Medications should be in their original container and containers must be labeled with the pet's name, name of medication, time(s) to administer, and amount for each dose. A small fee is charged for inventory, handling and administering medications.

Health and Safety

We reserve the right to move and/or separate one or more of your pets for health or safety reasons. Sometimes a guest may not get along with their neighbor or multiple guests from the same household may become impatient with each other without the advantage of their entire house for personal space.

Business Hours By Appointment:

Arrivals, departures, and groom are by appointment only and may be scheduled within the hours:

Monday-Saturday 7:00am-1:30pm and 4:00-5:00pm
Sunday 8:00-9:00am and 4:00-5:00pm

There is no on-going customer service counter so all activity must be scheduled.

Please notify us if you will be early or late by ± 10 minutes. Dogs more than 15 minutes late may require a reschedule.

Drop off/Pickup outside of hours noted above:
After Hours Fee \$30.00 by special arrangement.

Arrivals and Departures

Do allow at least 15-20 minutes for check-in, paperwork and receiving. Leaving your pet when you are feeling rushed and impatient will not allow them the serene transition they deserve. All dogs must be leashed, in a carrier, or held when entering and exiting our building. Please take ALL precautions when moving your pet to and from your car to keep your pet safe. Guests showing signs of fleas or ticks will be treated and charged accordingly. Any boarding, daycare, or grooming clients left after that day's closing time will be fed dinner, made comfortable in our boarding facility for the night, and will be available to go home when we re-open the next day. Appropriate boarding charges will be applied. When arriving home with your pet after boarding, please wait at least two (2) hours before feeding them. They will be very excited to see you and to be home, which can easily cause stomach upset.

Socialization and Interaction

All dogs at the Resort will have the opportunity for close and intimate contact with other dogs during their stay. Playgroups will be organized with dogs of similar size, age, and/or temperament. Because dogs do play with their teeth and feet, there is the possibility of injury as disagreements and exertion beyond a dog's normal exercise level can occur when guests become overzealous. Staff members will not knowingly admit obviously aggressive dogs into interaction with other dogs. It is your responsibility to inform us if your dog has ever demonstrated aggressive behavior toward people or other dogs. Our Resort is not a good fit for dogs who do not/can not socialize well with other dogs or people.

Staffing

The Resort is staffed day and night for boarding guests yet staff may need to leave the locked building on occasion for up to five hours.

Heavenly Scent Pet Resort and Spa reserves the right to refuse any services, to any pet, at any time, and for any reason.

Acknowledgement of Receipt

I understand the above Policies and Practices and agree to the terms as written.

Signature

Date