



creature comforts

Pet Resort

POLICIES

General

Reservations must be made through phone (903-753-7297) or email (info@creaturecomforts.pet). We do not accept social media as a confirmation.

Operating Hours are Monday – Friday 7:00am – 7:00 pm, Saturday 9:00am – 5:00 pm & Sunday 9:00 am – 11:00 am and 5:00 pm – 7:00pm. Please allow time for the staff to feed and clean prior to opening, we cannot accommodate early or late check-ins.

Check-in time is set at 3:00 pm – 7:00 pm Monday through Friday. Saturday and Sunday can check-in during operating hours.

Checkout after 11:00 am will result in a \$12.00 late fee per pet.

All dogs must be held or on a leash in the lobby for their safety and for others'. If on a retractable lead, it must be on a short lock (max 6').

No dog-to-dog or dog-to-human greetings in the lobby for the safety of all dogs, owners and kennel technicians.

Please be up-to-date on all shot records: **Bordetella (6 months)**, Rabies & Distemper/Parvo (Yearly). Canine Influenza is highly recommended. A licensed veterinarian must administer all shots; self-administered shots are not allowed. Dog owner is responsible for making sure Creature Comforts receives vet records before scheduled stay; you can fax (903-617-5479) or email (info@creaturecomforts.pet).

All medications **MUST** be in the original bottle.

Please **NO** bedding (blankets or dog beds); we provide comfortable beds, cots and blankets; we are not responsible for any lost personal belongings.

All holiday reservations (Spring Break, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas, New Year's Day) will be charged a prepayment equivalent of a 2 night's stay. **Cancellation less than 7 days of arrival date will result in loss of deposit; otherwise, deposit will go towards balance.**

Daycare

All dogs must be evaluated before enrolling in daycare or adding to pets' boarding stay. Evaluation and afternoon play session is free, if your pet does not stay after the evaluation, then another play session must be rescheduled at owner's expense.

Dogs not attending daycare within a **3 month span will be re-evaluated during stay**. Dogs not attending 4 or more months will need to schedule another all day evaluation prior to reservations.

Pets must be owned for 60 days or more before evaluations: includes Rescued/Adopted/Found dogs.

Daycare sessions by appointment only. Walk-in Daycare is not guaranteed. It is best to schedule ahead.

Male dogs can attend daycare until 6 months of age, must be neutered afterwards.

Daycare Packages (10 Day, 20 Day & 30 Day) expire after 3 months of purchase. 14 day refund window

Daycare dogs must check-in no later than 30 min. after start time (Start 8:00 am and 1:00 pm). Arrivals after check-in will be subject to later play times.

Saturday Daycare is for boarding pets only.