

Lodging Policies

Vaccinations	<p>The health and safety of each of our guests is of paramount importance to us. The Paws Resort & Spa must have a formal vaccination record from a licensed Veterinarian indicating that the vaccinations meet the requirements listed below. Emails and faxes are acceptable. If your pet requires an updated vaccination please make arrangements for the vaccination to be administered no less than 72 hours (three days) before arrival. We may not be able to board a pet if the required records are not received prior to check-in. The following vaccinations are required after the initial series of puppy or kitty shots:</p> <p>Dogs: RV (Rabies): annual or three-year vaccine DHPP (Distemper/Adenovirus Type 2/Parvovirus/Parainfluenza): annual or three-year vaccine BV (Bordetella): semi-annual or annual vaccine CIV (Canine Influenza): annual vaccine</p> <p>Cats: RV (Rabies): annual or three-year vaccine FVRCP (Feline Viral Rhinotracheitis/Calicivirus/Panleukopenia): annual or three-year vaccine Feline Leukemia (recommended)</p>
Health	<p>All pets must be in good general health to stay at The Paws Resort & Spa. Any pet known to have been exposed to a contagious virus must wait 30 days or until clearance by his or her veterinarian is given before visiting The Paws Resort & Spa.</p>
Internal Parasites	<p>If internal parasites are discovered, the pet will be quarantined, and the parent will be called to discuss a plan of action regarding obtainment of veterinary treatment. A negative test for internal parasites from the pet's veterinarian will be required prior to the next visit.</p>
Flea and Tick Prevention	<p>We follow a rigorous program of flea and tick prevention. All pets will be checked thoroughly for fleas and ticks prior to admittance. If any are found, the pet will be treated immediately, at the parent's expense, before being allowed to enter the lodging area.</p>
Behavior and Extra Care Charges	<p>Pets may not be accepted for lodging if they show signs of, or have a history of, severe aggression or separation anxiety. A daily handling fee may be charged for pets that are difficult to manage. We reserve the right to decline service to any pet or individual. Puppies and elderly dogs may need extra attention that may require extra room service or need extra personal requirements. This includes charges incurred for hygienic bathing of pets.</p>
Minimum Age	<p>Puppies and kitties must have completed the full series of vaccinations, including the rabies vaccine, no less than 72 hours (three days) prior to their visit.</p>
<p>Personal Items <i>At The Paws Resort & Spa, we do everything in our power to make sure our guests are as content and comfortable as possible. We ask for your cooperation in limiting the amount of belongings you send with your pet to one or two favorite items which can be laundered and/or sanitized daily using our in-house, commercial grade equipment and are labeled with your pet's name. Please be aware these articles may be lost or damaged due to our daily sanitation procedures. We cannot be responsible for items left with us.</i></p>	
Food/Treats	<p>We feed premium Science Diet Sensitive Skin and Stomach food to our guests. A special blend of food has been chosen for its tastiness and digestibility making it the perfect choice in a lodging situation. You are welcome to provide your pet's food from home if you prefer. Please pack each serving separately in a disposable bag or disposable container with your pet's name, label each bag AM/PM. Pet guests are served two meals a day, breakfast in the morning and dinner in the late afternoon. Arrangements can be made if your pet is on a specific feeding schedule or has special requirements. A small service charge may apply. In addition, we offer house treats to guests, please let us know if your pet is on a special diet or could be allergic.</p>

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Medication	Please bring all prescription medications in the original container labeled with the pet's name and dosage . Vitamins and over-the-counter medications may be provided in temporary storage containers, labeled with the pet's name and dosage. A medication fee of \$3 per dose will apply for each pet that requires medication.
Bedding/Toys	We accept 1 small blanket/towel and 2 toys that can be laundered and/or sanitized daily. (NO COMFORTERS) Beds and stuffed bedding that cannot be easily laundered using our in-house equipment cannot be accepted.
Check-in	The Paws Resort & Spa arrival and departure process is designed for your convenience. Guests may arrive or depart any time during our business hours. Similar to hotels for pet parents, check-in time is after 12 noon. If you need to drop off your pet before noon, please let us know when reservations are made so that we can make the proper arrangements for your pet. A morning check-in charge of \$12.50 per pet will apply.
Check-out	Pet parents that pick up their pets by 12 noon will not be charged for that day. If you need to pick up your pet after 12 noon, please let us know when reservations are made so that we can make the proper arrangements for your pet. An afternoon check-out charge (equal to the overnight lodging rate) will apply to pets that are not picked up by 12 noon.
Extended Check-out	We provide a wide array of pet spa and grooming services specifically designed to pamper your pet. We provide an extended check-out until 6:00 p.m., with no additional charge, for pets that are scheduled for complete grooming services in our luxury day spa on the day of check-out.
Room Assignments	The Paws Resort & Spa makes every effort to ensure all our guests enjoy their vacation away from home. We reserve the right to re-assign pets to different rooms or suites if they exhibit destructive or disruptive behaviors.
Room Sharing	For the safety of our guests, we do not allow pets from extended families to share rooms or suites.
Access to Guest Rooms	Pets that stay with us typically adapt very well and enjoy a wonderful, fun experience. We have found that it is best for our guests if pet parents do not accompany their pet when he or she enters or leaves the lodging area.
Non-emergency Care	Some pets react differently to new environments and separation from their parents. In non-emergency situations (e.g., diarrhea, loss of appetite), we will contact you to discuss best course of action for your pet.
Emergency Care	If your pet should require medical attention while in our care, our customary procedure is to contact you or your emergency contact to discuss the best course of action. Should the nature of your pet's illness require an office visit, we reserve the right to utilize a Veterinarian of our choice. Our fee for transporting your pet to and from the veterinarian is \$25. Our fee for transporting your pet to and from certain specialists, or after hours, is \$75. Any costs arising from medical care that we pay on your pet's behalf will be billed to you at or prior to check-out.
Lobby Hours	The Paws Resort & Spa is open to the public Monday - Friday 7-12-2-6:00 Saturday 9-12- 2-4 p.m. and Sunday 3 p.m. - 5 p.m. Check-in or check-out outside of these hours may be arranged for a \$50 service fee, dependent on staff availability . Tours are available Monday – Saturday 11-12 by appointment only.
Holidays	We are closed to the public on the following holidays: Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Good Friday, Christmas Eve, Christmas Day and New Year's Eve, New Year's Day. We will be fully staffed, but check-in and check-out is not available on these holidays.

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Cancellation Policy	We require a two-night deposit for reservations during weekends, holidays, and peak seasons. The deposit will be forfeited for no-shows, late cancellations, or late reservation changes that reduce the number of nights reserved. For holiday and peak season reservations, a deposit refund (less \$10 service fee) or account credit will be provided for cancellations or reservation changes made within seven days of the arrival date. For other reservations, a deposit refund (less \$10 service fee) or account credit will be provided for cancellations or reservation changes made within three days of the arrival date. Alternate cancellation policies may be communicated and applicable in certain circumstances.
Accommodations for Dogs	
Spacious private rooms incorporating soothing music to ensure the comfort of each guest, Kuranda beds with thick, double-sided fleece pads in each room.	
Luxury suites with Kuranda beds, chandeliers, flat screen color televisions and webcams.	
<i>We offer a multiple pet family discount of 25% for each additional dog sharing a private room.</i>	
Accommodations for Cats	
Two level, single occupancy condo that provides ample area for your cat to play and unwind in during his or her stay with us; clear Plexiglas door provides an unobstructed view for your cat to investigate all that goes on around him or her.	
<i>Room rates during peak seasons will include a \$3.00 per night peak season fee.</i>	
Damages	
We do not charge a damage deposit for guests who stay at our facility. We may remove items from rooms, or relocate guests from luxury suites to private rooms, if we find they are chewing or otherwise damaging items. Out of the ordinary damage incurred during a guest's stay is the responsibility of the parent. Damages are limited to the cost of materials and \$50 in labor costs.	
Rates/Services	All rates and services are subject to availability and change.
Abandoned Pet	In the case of an abandoned pet, The Paws Resort & Spa will comply with Chapter 70 of the Texas State Property Code.