

POLICIES

Business Hours:

- Monday – Thursday 7:00am to 7:00pm, Friday 7:00am - 10:00pm, Saturday 8:00am - 10:00pm, Sunday 8:00am - 5:00pm
- AirBud & B is available 365 days a year, this includes: **New Year's Day, Martin Luther King, Jr. Day, Valentine's Day, President's Day, Easter, Mother's Day, Memorial Day, Father's Day, Juneteenth, Independence Day, Labor Day, Indigenous People's Day (Columbus Day), Veteran's Day, Thanksgiving, Christmas and New Year's.** Over these periods, a minimum 2 (two) or 3 (three) night stay is required (minimum stay varies by holiday). Contact us for more information.

Reservations:

- Reservations are required for all services, at minimum, a phone call 12 hours prior to expected arrival. Reservations allocate priority to available spots.
- Confirmed reservations **must** have the following on file:
 1. A valid credit card for cancellation policies (see further).
 2. Proof of current vaccinations - ***absolutely no pet, for any service, will be admitted or cared for without current vaccines.***
 3. Completed, signed and dated: Policies, Pet Profile(s), Boarding & Services Agreement, and, if necessary, Medication/Supplement Administration, and Additional Pet forms.
- Failure to have the above on file may result in a canceled reservation, and will incur a cancellation fee.
- Forms will be reviewed annually and any outdated/expired documents will be requested prior to care.
- Deposits may be required for extended stays or long-term reservations.

Cancellations: Please note different policies depending on dates.

Non-Peak periods:

- Cancellations made forty-eight (48) hours prior to the date of reservation at no charge. Cancellations made within forty-eight (48) to twenty-four (24) hours will be charged a \$50 fee to the credit card on file.
- **No shows (and cancellations made less than twenty-four (24) hours prior to the reservation day and time) will be charged the full amount of the reservation to the credit card on file.**

Peak/Holiday Periods:

- Peak/Holiday rates are higher for all services, however, discounts for additional pet guests from the same family are still honored.
- Peak/Holiday periods include:

2024: Jan. 1-2, Jan. 12-15, Feb. 14, Feb. 16-20, Mar. 8-19, Mar. 28-Apr. 1, May 10-13, May 23-28, Jun. 14-17, Jul. 3-8, Aug. 30-Sep. 3, Oct. 11-15, Nov. 8-12, Nov. 15-25 and Dec. 20-31.

2025: Jan. 1-6.

Please note: There is a 3 (three) night minimum for all Boarding reservations made during Peak/Holiday periods, except February 14, June 14-17, and October 11-15, 2024.

- Cancellations made seventy-two (72) hours prior to the date of reservation at no charge. Cancellations made within seventy-two (72) to forty-eight (48) hours will be charged a \$100 fee to the credit card on file.
- **No shows (and cancellations made less than forty-eight (48) hours prior to the reservation day and time) will be charged the full amount of the reservation.**

Arrivals/Departures:

- Arrivals and Departures occurring outside of business hours are available and are strictly by appointment only and may incur fees.
- Arrival requests prior to:
 - 6:00am will incur a flat fee of \$20.00.
 - Between 6:00am - 7:00am will incur a flat fee of \$10.00.
- Late fees (per pet):
 - Ten (10) to twenty-nine (29) minutes late will incur a fee of \$10.00.
 - Thirty (30) to fifty-nine (59) minutes late will incur a fee of \$20.00.
 - Sixty (60) or more minutes late will be charged \$30.00 per hour for each hour or fraction thereof.

Vaccinations:

- Proof of vaccinations from your pet's veterinarian are required for all services.
- **DOGS:** Bordetella must be administered at least seven (7) days prior to your pet's arrival. The Bordetella nasal and oral vaccination must be administered at least three (3) days prior to your pet's arrival.
- **PUPPIES:** must be 4 months of age and have completed their full series of vaccinations.
- **Rabies:** 1 or 3 year, **DHLPP:** 1 year, **Bordetella:** every 6 months or 1 year, and **CIV:** optional.
- **CATS:** **Rabies:** 1 or 3 year, **FELV:** 1 or 3 year, and **FVRCP:** 1 or 2 year.

Health:

- Pet Guests must have been in good health for the past thirty (30) days prior to their arrival. AirBud & B performs health checks on all incoming guests and failure to notify staff of health issues may result in a canceled service and a cancellation charge.
- Pet Guests that require specialized care and/or attention are welcome. Please discuss your pet's needs with our staff to ensure that we can properly provide the care your pet needs.
- AirBud & B reserves the right to refuse admittance to any pet that requires specialized care. In these situations, we recommend boarding at a veterinarian.
- At this time, AirBud & B cannot accept pets that have incontinence, severe lack of mobility, or epilepsy. We recommend using a veterinarian for your boarding needs.
- Any guest that may have been involved in any type of altercation may be overly aggressive or defensive in group, leaving them susceptible to injuring themselves or other guests. If your pet has recently, or ever, been in a scuffle or fight, please let the staff know so that they can be observant of all dog behavior.

Forms:

- Every Pet Guest ***must*** have the following four (4) forms completed and signed prior to the beginning of any service:
 1. **Policies**
 2. **Services Agreement**
 3. **Dog or Cat Profile Form**
 4. **Credit Card Authorization Form**
- A Medication/Supplement Administration form must be completed for Pet Guests that require medication and/or any and all supplements.
- All forms, including the Medication/Supplement Administration form can be found on our website, www.AirBudandB-FoCo.com.
- All forms ***must*** be updated upon changes and/or annually.

Personal Pet Belongings:

- Treats must be labeled with owner, dog's and/or cat's names, and feeding instructions. AirBud & B will provide in-house treats as approved by the owner.
- AirBud & B is not liable for any tracking/GPS collars left on. Dogs tend to play with their mouths sometimes leading to these collars falling off or being removed. We recommend these collars be removed at the owner's discretion.

AirBud & B, LLC reserves the right to make changes to these policies with or without notice.



741 Kimball Rd.
Fort Collins, CO 80521
Call or Text (970) 481-9834
www.AirBudandB-FoCo.com

Client Name (print): _____

Pet's Name: _____

Pet's Name: _____

Pet's Name: _____

Pet's Name: _____

Pet's Name: _____

Pet's Name: _____

Pet's Name: _____

Pet's Name: _____

Client Signature: _____ Date: _____