

# The Lodge at New Tampa



Hours of Operation: 6:30am-7:00pm Mon-Fri. Sat 8a-5p, Sun 9a-4p.

Check-In: We welcome our guests to check in at any time on the day of arrival

Check Out: Check out time is at 1pm. If you check out before 1pm on your last day, you will not be charged for that day.

## Payment Requirements:

Payment is required upon pickup.

A credit card is required to hold all reservations.

We required one night's deposit of the reservation for all holiday bookings. This is only refundable if the reservation is canceled 48 hours prior to the boarding booking.

Extended stay of a month or more we require 1/2 the cost of stay.

No show- a guest who does not show up on their scheduled arrival date and does not call to cancel will be charged 1/2 the cost of the reservation.

## Vaccination Policy:

Vaccines can be given the same day as arrival, however, we encourage you to have them delivered as far in advance as possible to give them more time to take effect.

We recommend monitoring your pet for vaccine reactions for the first thirty minutes to an hour after vaccines are administered. Signs of vaccine reaction include hives, vomiting or diarrhea, excessive panting, and/or weakness. Vaccine reactions are rare but are more common in small dogs receiving multiple vaccines at the same time. If your pet has had a vaccine reaction in the past, let your Veterinarian know so he/she can take steps to prevent another reaction.

You can text, email, fax, or bring them in the day of check-in. we do not allow guests to stay with expired vaccines. The only exception to this policy is for getting the 1st inoculation of the H3N2/H3N8 canine influenza vaccine. Vaccines must be current for the entire duration of stay

## Canine Required Vaccines -

DHLPP, Rabies, and Bordetella. H3N2 and H3N8 are highly suggested.

H3N2 & H3N8 are for what is commonly known as the “Canine Flu” and Bordetella is commonly called “Canine Cough.” We require all 3 vaccines to keep your pet happy, healthy, and safe in a social environment and they have been proven to be extremely safe and effective. Not all veterinarians administer these vaccines since they are not required for dogs who are not in a social environment; please contact us if you have any issues getting either vaccine or do not have it currently.

Feline Required Vaccines –

FVRCP, Rabies.

Puppies and kittens must be 16 weeks of age before they are able to board.

We can administer any medications you bring with a charge per type. Insulin is charged per dose We highly encourage the medicine to be brought in the original pill bottle.

Health Policy:

We cannot accept any pets that are pregnant.

We require all pets to be flea free. Flea treatments will be given, at owner's expense, to any pet that arrives with fleas or ticks. Treatments may include Cap Star and Flea Bath.

Minimum age requirements:

Canines are welcome starting at 3 months of age during their stay. All pups can be transition to Adult Daycare at 6 months of age. Felines are welcome at 3 months.

Holidays:

We are closed for arrivals & departures on major holidays. We close at 2:00pm on Xmas Eve & NY Eve. Prices may vary based on peak season

Feeding:

We strongly recommend your pet stays on his/her regular diet to avoid an upset stomach. We ask that you pre-bag the appropriate amount of food for your stay. We do have natural balance available for your convenience, should you run out or feed the same food at home.

Please leave bowls at home because we provide them for all of our guests.

Cat Policies:

We do not accept any unneutered male cats. FIV Positive cats are accepted with restrictions.

## The Lodge at New Tampa “Health Care Commitment” Program

The Lodge at New Tampa is pleased to offer our Health Care Commitment program (the “Program”) in the rare instance that something goes wrong during a stay or service with us. “The Lodge at New Tampa” means The Lodge at New Tampa or its subsidiary that operates the resort visited by Pet Owner’s Pet.

If your pet is injured, hurt, or ill during their time with us for boarding, daycare, training and/or grooming services, and you choose to enroll in the Program, The Lodge at New Tampa will reimburse you ( as “Pet Owner(s)”) of your pet (“Pet(s)”) up to \$500 in eligible veterinary diagnostic and treatment expenses.

What is my Coverage?

If you choose to enroll your Pet, and your Pet is receiving boarding, daycare, training and/or grooming services your Pet will be covered by the Program. The Program applies to all current and future visits with The Lodge at New Tampa.

What does the Program Cover?

Pet Owners will be eligible to receive reimbursement under the Program for any veterinary diagnostic or treatment expenses provided by a licensed veterinarian that are directly related to a diagnosed illness, injury or condition (including, for example, canine cough or canine flu) that was sustained during the Pet’s visit with The Lodge at New Tampa and was identified either during the Pet’s visit with The Lodge at New Tampa or within five (5) days of the Pet’s departure from The Lodge at New Tampa.

What does the Program Not Cover?

Program excludes the following expenses: Pre-existing illnesses, injuries or conditions sustained prior to a Pet’s visit with The Lodge at New Tampa, whether known or unknown by the Pet Owner prior to the visit; age-related illnesses, injuries or conditions; illnesses, injuries or conditions inflicted on a Pet by a pet that is also owned by the Pet Owner; illnesses, injuries or conditions sustained by a Pet whose vaccinations were not current or completed less than five (5) days of such Pet’s visit with The Lodge at New Tampa; illnesses,

injuries or conditions resulting from parasite infestations including, but not limited to, fleas, ticks or mites; illnesses, injuries or conditions that result from a seizure; illnesses, injuries or conditions that result from an explosion, fire or an act of God; and any expenses related to a Pet Owner missing work for issues related to the Pet's care.

Is this an Insurance policy?

No. The Program exists to fill the gap where insurance is not available. Reimbursement under the Program is generally paid out of The Lodge at New Tampa's own pocket—though we reserve the right to refer a claim to our insurance carriers when necessary or appropriate.

#### FAQs for Submitting a Claim

1. Please reach out to us so we can help you in the event there is a claim under this Program.
2. If you have a claim, please have your Pet evaluated by a licensed veterinarian and report the illness, injury or condition, as diagnosed by such veterinarian, and notify the Manager of the The Lodge at New Tampa location within five (5) days of the Pet's departure from The Lodge at New Tampa and submit a written request for reimbursement to the Manager of the The Lodge at New Tampa location. The written request for reimbursement should be submitted to the Manager of the The Lodge at New Tampa via fax, email or hand delivery and must include a copy of the veterinarian's invoice detailing the expenses and diagnosis.
3. After reviewing Pet Owner's written request for reimbursement, The Lodge at New Tampa may require a conference call with the veterinarian to learn more about the illness, injury or condition or to confirm that the illness, injury or condition was not pre-existing. In these cases, Pet Owner must provide authorization to Pet Owner's veterinarian to speak to The Lodge at New Tampa representative regarding the Pet. If Pet Owner fails to provide such authorization, Pet Owner shall forfeit the right to receive reimbursement under the Program.
4. Within fifteen (15) days of receiving Pet Owner's written request for reimbursement and a copy of the veterinarian's invoice detailing the expenses and diagnosis, The Lodge at New Tampa will either (i) mail a reimbursement check to Pet Owner up to \$500 or (ii) notify Pet Owner that The Lodge at New Tampa is seeking the opinion of one or more independent veterinarians to determine whether the expenses are eligible for reimbursement. The Lodge at New Tampa maintains the right to disqualify expenses that are not, in the opinion of an independent veterinarian, directly related to the illness, injury or condition that the Pet sustained during its visit with The Lodge at New Tampa.
5. To be eligible for reimbursement, Pet Owner must satisfy all outstanding payment obligations to The Lodge at New Tampa for any boarding, daycare, training and/or grooming services.
6. Except as otherwise set forth herein, Pet Owner is responsible for paying all veterinary expenses directly to the veterinarian and The Lodge at New Tampa will not make payments to the veterinarian.
7. Notwithstanding the foregoing, in the event that a Pet sustains an injury, illness or condition during its visit

with The Lodge at New Tampa, then The Lodge at New Tampa will promptly attempt to contact the Pet Owner and/or the Pet Owner's Decision Maker to discuss the appropriate treatment for the Pet. Whenever reasonably practicable, The Lodge at New Tampa will attempt to obtain treatment for the Pet from the Pet's primary veterinarian. However, in the event that this is not reasonably practicable, Pet Owner authorizes The Lodge at New Tampa to obtain treatment for the Pet from another veterinarian. In each case, any expenses incurred by The Lodge at New Tampa in obtaining such treatment for the Pet that are eligible for reimbursement under the Program will first be paid from the \$500 maximum reimbursement and Pet Owner agrees to reimburse The Lodge at New Tampa for any expenses incurred by The Lodge at New Tampa beyond such \$500 (or for the full amount of such expenses if the expenses are not eligible for reimbursement under the Program).

#### Other Details about the Program

**Cancellation.** The Lodge at New Tampa may cancel this Program at any time without notice and shall have no obligation to reimburse Pet Owners for fees paid with respect to prior visits. However, if the Program is cancelled during a Pet's visit for which a fee has already been paid by Pet Owner, then the terms of the Program shall continue to apply to such visit.

**Pet Owner's Acknowledgement; Sole Remedy.** Pet Owner represents to The Lodge at New Tampa that Pet Owner is the lawful owner of the Pet(s) and that Pet Owner is fully authorized to enter into this agreement. All of the information about Pet Owner and Pet in this agreement is true, accurate and complete. Pet Owner understands, acknowledges and agrees with the terms and conditions of the Program. Pet Owner also understands that the reimbursement for eligible expenses provided under the Program as described herein are Pet Owner's exclusive remedy in the event of an illness, injury or condition sustained by a Pet during a visit with The Lodge at New Tampa. **PET OWNER RELEASES THE LODGE AT NEW TAMPA AND ITS AFFILIATES AND AGENTS FROM ANY OTHER LIABILITY FOR ANY SUCH ILLNESS, INJURY OR CONDITION.**

#### General Terms and Conditions for Services

**General Release of The Lodge at New Tampa.** The Lodge at New Tampa agrees to exercise reasonable care with regard to Pet Owner's Pet(s). Pet Owner expressly agrees that in the event of Pet Owner's Pet's disease, illness, injury, escape or death that results from Pet Owner's Pet's visit with The Lodge at New Tampa, The Lodge at New Tampa' liability shall in no event exceed the lesser of the current chattel value of a pet of the same species as Pet Owner's Pet or \$500. Pet Owner further agrees to be solely responsible for any and all acts of Pet Owner's Pet while in the care of The Lodge at New Tampa and to defend and hold The Lodge at New Tampa and its affiliates and agents harmless from any claims, damages, injury or other liability resulting from Pet Owner's or Pet Owner's Pet's acts or omissions. The Lodge at New Tampa may take photos (including on webcams, if applicable) of Pet Owner's Pet while receiving The Lodge at New Tampa' services or in The Lodge at New Tampa' care ("Photos"). Pet Owner hereby grants The Lodge at New Tampa a perpetual, irrevocable, royalty-free right and license to publish, distribute, adapt, modify, or otherwise use the Photos, or any portions thereof, in any manner for any commercial or non-commercial purpose without Pet Owner's notice, review or approval. If Pet Owner does not pick up the Pet at the agreed upon date and time, Pet Owner hereby authorizes The Lodge at New Tampa to continue to provide the services as set forth in this

agreement at Pet Owner's expense. If Pet Owner's Pet is deemed abandoned, The Lodge at New Tampa may, in its sole discretion and as permitted by law, deliver the Pet to a third party adoption partner, animal control or other similar government agency in accordance with applicable law. If Pet Owner fails to pick up Pet for any reason, Pet Owner releases The Lodge at New Tampa from all further liability and responsibility for Pet Owner's Pet. Pet Owner shall remain liable to The Lodge at New Tampa for all unpaid charges, including without limitation any court costs and reasonable attorneys' fees incurred in the collection of the charges.

Please Enter Date (Required)

Please fill your name: (Required)

Email: (Required)

Phone number: (Required)

Please fill in Address:

What resort is this for?

FL - The Lodge at New Tampa

Pet Owner agrees and acknowledges that he/she is bound by the General Terms and Conditions for services. (Required)

Pet Owner agrees that The Lodge at New Tampa has permission to contact Pet Owner by email or telephone for marketing purposes. You may opt out at any time by clicking "unsubscribe" on emails or replying "Stop" to text message communications.

Your signature (Required)