



LODGING GUIDELINES

Lobby Hours:
Monday-Friday 6:30AM-6:00PM
Saturday 9:00AM-1:00PM
Sunday 4:00PM-6:00PM (for drop off/pickup only)

SAFETY

Please bring your pet in on a non-retractable leash. Please discourage your pet from interacting with other pets in the lobby.

FORMS

Please have the following forms completed and signed prior to arrival:

- Pet Profile
- Service Agreement

A current vaccination record will need to be uploaded onto your customer portal or brought into the resort prior to your reservation and must always be kept current for your pet to receive care. Vaccination records can be obtained from your veterinarian and can be emailed to info@alohapetresortandspa.com.

All forms and agreements can be found on your customer portal.

VACCINATIONS

Proof of vaccinations from your veterinarian are required for all guests:

Dogs:

- Rabies: 1 or 3 year
- DHLPP: 1 or 3 year (distemper, hepatitis, leptospirosis, parainfluenza and parvo)
- Bordetella: every 12 months

Cats:

- Rabies
- FVRCP



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Bordetella (oral or injectable) must be administered at least 72 hours prior to your pet's arrival. The Bordetella nasal vaccination must be administered at least 48 hours prior to arrival.

All feline guests must be vaccinated accordingly and vaccinations must be current within one year.

Cats must be at least 12 weeks or older with one set of vaccinations and deworming performed. This precaution is taken due to the increased susceptibility of kittens to disease.

All guests must not have been exposed to any contagious diseases within a 30-day period prior to check-in.

Aloha Pet Resort and Spa takes all precautionary measures to ensure the health and well-being of every guest in our care through proper cleaning, disinfecting and fresh air flow through the resort.

Vaccine type and immunization protocol can influence the success or failure of vaccinations. Many factors may impair an animal's ability to develop immunity after a vaccination.

Owners agree and are aware that vaccinations do not protect against all communicable illnesses that may affect a guest.

RESERVATIONS

Reservations are required for all lodging guests.

Failure to have current forms and signed agreements on file may result in a cancelled reservation.

All reservations can be made on our website for your convenience or by phone during lobby hours.

CANCELLATIONS

Cancellations must be made 72 hours prior to your pet's scheduled stay. For peak times/holidays, cancellations need to be made at least 1 week prior to your pet's stay. Failure to call and cancel within this time frame will result in a charge on your account for 50% of the estimated stay or a forfeited deposit.

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CONTINUING SERVICE FEE

Any pickups after 11:00AM within business hours will result in a continuing service fee of \$15.00.

PEAK/HOLIDAY PERIODS

Peak/Holiday periods are:

- The week of New Years
- Memorial Day weekend
- The week of July 4th
- Labor Day weekend
- The weekend of Thanksgiving (Thursday-Sunday)
- Spring Break
- The week of Christmas

During peak/holiday periods, there is a 3-night minimum stay on Luxury Villas and Beach House suites.

HEALTH CARE GUIDELINES AND REQUIREMENTS

All guests must be free of communicable diseases and have no visible stitches or open wounds. Owners will need to certify that their pets are in good health and have not been sick in the last 14 days. Guests who have been ill with a communicable condition in the last 14 days will require a veterinarian certification of health to be admitted or readmitted into the resort.

While guests are in our care they will be in contact with other pets. Please note that there are many different airborne strains of viruses that cause tracheobronchitis, also known as “canine cough”. While vaccinating every year helps support immunity to some of the strains, it does not support immunity to all airborne strains, nor can it completely eliminate the risk of developing tracheobronchitis. This is not due to any circumstance or condition at our facility and owners must agree that Aloha Pet Resort and Spa is not liable for any illness suffered by the guest during or after their stay, including, but not limited to tracheobronchitis.

Aloha Pet Resort and Spa will not be held responsible for any allergic reactions suffered by the guest. Owner certifies any and all allergies had by their pet are clearly communicated to staff upon check-in.

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Aloha Pet Resort and Spa reserves the right to refuse to accept a guest if it appears to us that the guest is sick, shows the presence of fleas or their behavior could jeopardize the health and safety of other guests and our staff.

Guests showing symptoms of diarrhea, vomiting, coughing and/or sneezing will not be accepted into Aloha Pet Resort and Spa. These symptoms may be easily spread to other guests. If your pet has any of these please contact your veterinarian for treatment and keep your pet at home until they are feeling better.

LODGING INFORMATION

Check-in times for lodging guests are any time during our lobby hours. Check-out times are on or before 11:00AM. Any check-out after 11:00AM will be charged a \$15.00 continuing service fee.

Sunday pick up is 4:00PM-6:00PM and will be charged a full day.

Boarding suites fill up quickly. To ensure all guests receive the most during their stay, reservations are required.

Owners must provide appropriate food for the entire length of the guests stay. All meals must be measured and put into individual baggies with the guest's name clearly printed on the front. If you forget your pet's food, Aloha Pet Resort and Spa will provide a digestion-formula food for \$2.00 per day.

All medications must be provided by the owner in the original prescription container and properly labeled with written instructions from your veterinarian containing guest's name, type of medication, dosage and schedule with no handwritten changes.

Staff will go through all medical and feeding information at check-in. Owners will give staff all applicable information at that time.

Aloha Pet Resort and Spa provides all lodging guests with everything needed for a luxurious and relaxing stay. You are welcome to bring a t-shirt, extra blanket, etc. with your pet, as well as other belongings that might make their stay more comfortable. Please refrain from bringing anything that is valuable, sentimental or irreplaceable. We do offer special treats for a nominal fee.

There are many upgrade services available for the guest's enjoyment. Private nature walks, cuddle time, Fitness Club, services at Lani Spaw, peanut butter

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filled Kong and much more! For more information, please talk to a staff member when booking your reservation.

GERIATRICS AND SPECIAL NEEDS GUESTS

At Aloha Pet Resort and Spa, we offer special care designed for older guests, medically dependent guests and guests recovering from surgery/illness.

We are equipped to care for most pets with medical conditions. Owner certifies that all conditions including seizures are acknowledged at check-in.

RAINBOW POLICY

We require all pets 10-14 years of age to sign our Rainbow Policy. This policy is a precautionary protocol for our guests to assist us in following your wishes in the unlikely event your beloved pet passes away while in our care. If your pet is over the age of 14, please speak to management about how to best care for your pet while they are staying. Older pets with special needs may need to be boarded closer to our staff based on availability of the facility.