



FITNESS CLUB GUIDELINES

Fitness Club Hours:
Monday-Friday 6:30AM-6:00PM
Saturday 9:00AM-1:00PM
Closed Sunday

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 before your scheduled appointment/reservation and must always be kept current for your pet to receive care. To receive vaccination records, please reach out to your veterinarian. Records can also be e-mailed directly to us via your veterinarian to info@alohapetresortandspa.com.

VACCINATIONS

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

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

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.

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All members must not have been exposed to any contagious diseases within a 30-day period prior to arrival.

Aloha Pet Resort and Spa takes all precautionary measures to ensure the health and well-being of every member 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 member.

RESERVATIONS

Reservations are required for Fitness Club services in order to ensure we have space to accommodate your pet prior to arrival.

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

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

CANCELLATIONS

Cancellations for Fitness Club must be made 24 hours prior to your appointment. Failure to call and cancel within this time frame will result in a charge on your account for the full amount of service or a package credit deduction.

LATE FEES

Any pickups that are outside of the business hours will result in a late fee of \$15.00.

HEALTH CARE GUIDELINES AND REQUIREMENTS

All members 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. Members 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.

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While members 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 member 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 member. Owner certifies any and all allergies had by their pet are recorded on the pet profile or communicated to staff upon arrival.

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

Members 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 members. If your pet has any of these please contact your veterinarian for treatment and keep your pet at home until they are feeling better.

Members in the Fitness Club found to have puppy warts, “canine cough”, worms, fleas, parasites, frequent or liquid diarrhea, vomiting or another potentially contagious condition, illness or injury will be isolated from the other members. Owners will be contacted to determine the best course of action. If they cannot be reached, the dog may be taken for treatment by a veterinarian at the owner's expense if deemed necessary by our staff.

All dogs must be spayed/neutered after 6 months of age in order to attend/continue Fitness Club. This is a state law and cannot be negotiated.

For the health and safety of all members, a monthly flea and tick preventative is required (NOTE: a flea collar is not sufficient).



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FITNESS CLUB INFORMATION

The Fitness Club is a service designed for social dogs to play, have fun and learn. At Aloha Pet Resort and Spa, we have perfected our club to be so much more than a daycare. Here are just a few examples of what we offer that sets us apart from a traditional doggy daycare:

- Stimulating your dog's mind and body
- Learning basic obedience commands and manners
- Avoidance of unwanted behavioral problems at home
- Break boredom and decrease stress during long days by themselves when owners are away
- Ideas for exercise for all life stages
- Engaging games and activities
- Mid-day rest period to regain energy and avoid getting overly tired
- Enjoy the company of other dogs and people
- Learn and play with other dogs with the same play styles and energy levels (all dogs are separated by size and temperament)
- Play during all seasons in our climate-controlled facility with soft rubber flooring to prevent injuries
- Run and play in our large outdoor play yards with clean, comfortable turf (weather permitting)
- Safety and first aid kits readily available around the entire facility for easy access in case of an emergency

Due to safety precautions, this service is not suitable for every dog. This service is not designed to teach aggressive dogs to be social. In order to be accepted into Fitness Club owners must complete the evaluation process (\$48.00, first day of service only):

- The first step to ensure that each member of our Fitness Club will be happy in our social environment is for us to evaluate the Pet Profile to obtain all related history. Please submit these forms online on your customer portal prior to service so we can have time to review the information.
- Please call into the resort to schedule your first day of Fitness Club. Please allow 10-15 minutes at drop off to acquaint ourselves with you and your dog in order to understand which services would be most beneficial. First day drop off is 7:30am-8:15am



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- **When you pick your dog up after their first day, please allow a few minutes to speak with a staff member to review the completed evaluation report card.**

For enrollment in our Fitness Club program, Aloha Pet Resort and Spa requires at least one day per week commitment. This provides a safe structure to the play groups. Reintroducing dogs to the "regular packs" proves to be very challenging and stressful for some dogs, just like sending a child off to a new school for the first time. Dogs need structure in their lives. Dogs not attending play groups for an extended period may need to be reevaluated and then reintroduced to a play group.

Rest/nap time during Fitness Club is from 12:00PM-1:00PM. No drop offs or pickups will be allowed during this time. Formal nap periods are required for dogs that attend full days of group play. The reason for this policy is that rest times are a health benefit to all dogs as it is not a natural cycle for dogs to be active for 8 or more hours in a day. The goal of off-leash dog play is a healthy, tired dog, not one that is exhausted from unhealthy over-stimulation. Additional rest periods may be required for dogs that attend group play 3 or more days per week or dogs boarding overnight with full days of play for 3 or more consecutive nights.

Potty breaks and fresh water are always provided throughout the day for each member.

Members who are not behaving will be placed in an enclosure for a short time period and then reintroduced to the group. This is like a "time out" for children.

Members who are acting aggressively or are endangering the safety of themselves, other dogs or our staff, will be separated from the group and the owners will be contacted to pick them up.

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PREPAID PACKAGES

Prepaid packages can only be used for the services for which they were purchased.

Prepaid packages may not be combined with any other discount, coupon or offer.

Prepaid packages expire 90 days from the date of purchase.

Members of the same household are welcome to share in all prepaid packages.

Prepaid packages are non-refundable and have no cash value.