



704 Enterprise Drive, Cedar Falls, IA 50613

GROUP PLAY GUIDELINES

Group Play Hours:

Monday - Friday... 6:30AM-6:00PM

Saturday 9:00AM-1:00PM

Sunday Closed

FORMS

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

- **Pet Profile**
- **Service Agreement**
- **Lani Spaw**

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 emailed directly to info@alohapetresortandspa.com.

VACCINATIONS

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

- **Rabies: 1 or 3 year once over 16 weeks of age**
- **DHLPP: 1 or 3 year (distemper, hepatitis, leptospirosis, parainfluenza and parvo)**
- **Bordetella: every 12 months**



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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 with ionized fans 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 Group Play services in order to ensure we have space to accommodate your pet prior to arrival. An Evaluation is required prior to the first reservation.

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

All reservations can be made on your customer portal for your convenience, email to info@alohapetresortandspa.com, 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.



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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 Group Play. This is a state law and cannot be negotiated. The only exception are to those enrolled in our Pawsitive Foundations program.



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GROUP PLAY INFORMATION

Our Group Play services are 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:

- **Stimulate their physical and mental well-being**
- **Strengthen basic obedience commands and manners**
- **Engage in games and activities**
- **Specially curated groups by size and temperament of each dog**
- **Enjoy the company of other dogs and people**
- **Exercise in both indoor and outdoor environments**
- **Highly trained and specialized staff**
- **Rest and relaxation periods between play, enrichment, and/or training sessions**

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 Group Play owners must complete the evaluation process:

- **The first step to ensure that each member of our Group Play programs 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 give us a call prior to scheduling an evaluation to screen which program may be the best fit.**
- **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.**
- **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.**



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For enrollment in our Group Play program, Aloha Pet Resort and Spa recommends at least one day per week. 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 Group Play is from 12:00PM-1:00PM. No drop offs or pickups will be allowed during this time. Formal nap periods are required by state law 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.

Members are welcome to bring a lunch during their rest period. Please inform staff of any food allergies, as treats are given throughout the day by staff.

Members are subject to a 60 day trial period to monitor any behaviors that develop over their reservations. Any changes in behavior may lead to dismissal or recommendation of a new program.



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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 have no cash value.

Refunds of packages may be negotiated with management on a case-by-case basis and processed as store credit.