

As part of our dedication to provide great service to our guests, Aunt Grace's Stay 'N Play welcomes pets staying with their owners at a cost of \$10 a night. (max. \$30)

Aunt Grace offers pet treats, food and water bowls, pet throws and pick up waste bags for your pet.

Service animals are always welcome

## Aunt Grace's Stay 'N Play Resort Pet Policy

To ensure the comfort and safety of all our guests and staff, we have developed these guidelines for pet etiquette: We have common-sense policies in place that benefit everyone, including other guests.

## **Basic requirements for pets**:

Must not be aggressive Must be clean Must not have fleas Must have proof of current vaccinations, Pets must be well mannered and house broken Pets must be on a lease when outside.



## **Basic requirements for owners:**

## Since your pets will not be bringing their credit cards, any damages will be charged to yours.

1. Pet owners agree to promptly address any complaints made by fellow guests or Aunt Grace staff regarding noise and any other such disturbance that may be caused by a pet. Pet owners also understand that \$50.00 fee may be incurred for each continued disturbance reported by any guest or staff member. A pet that becomes overly disruptive or in any way aggressive toward another guest or staff member must be immediately removed with no refund and the room must be vacated upon request of Aunt Grace.

2. Pet owners agree to keep pets off all furniture unless a pet throw is covering the specific piece. This includes beds, couches, and chairs. Housekeeping can tell & additional cleaning fees will be assessed if there is evidence of pets on furniture.

Pet owners also agree to immediately inform staff of any "accidents" that a pet may have so that extra cleaning efforts may be promptly provided. A \$150.00 cleaning fee may be charged for any deep cleaning that may be required due to stained bedding, carpet or linen, or any pet waste that may be found by housekeeping staff.

3. We do not want anyone's vacation ruined by stepping in waste. We have extra doggie bags in the office. A \$50.00 cleaning fee may be incurred for failure to clean up any pet waste. The Guest(s) MUST PICK UP AFTER their pets and dispose of the waste properly by placing the small waste bag into the dumpster. To say it another way: Pet Owners shall diligently clean up and appropriately dispose of pet waste. Just in case we are not clear: Pet Owners who walk pets are responsible for immediately cleaning up after their pets and discarding securely bagged pet waste,

don't wait until later. Of course, if you decide not to clean up after your pets, we'll reluctantly do it and charge your card accordingly.



4. For their safety pets may not be in the pool area. They can swim in the river and lake. Also no pets in the pool keeps the health department happy.

5. Crate your pet inside if you leave your pet unattended - we have found that pets are very uncomfortable when left alone in a "strange" house. This is when they often "misbehave" and cause problems (chew, go to the bathroom, have a "tantrum", etc!!!). When left alone in a strange place pets do things they normally would not do at home. This is why we have a kennel policy. Usually, pets are more comfortable in the crate when you leave because it is "their space." Pets must NOT be left unattended or alone indoors unless they are crated.

6. Dogs are not allowed in the office, we have our own dogs (doorbells).

7. Dogs must be leashed at all times, when outside the guest room and under the control of their owner. Just in case I am not clear; you are holding onto the lease. There are other dog guests and in a strange location pets often become more protective and not as friendly as normal. Also we have a small herd of deer that bed down in back and we do not want your dog to be off chasing them and get lost.

8. Pets may not be tethered or left unattended outside at any time.

9. Pet owners accept full responsibility for any and all liability, claims, losses, costs, and expenses (including reasonable attorney fees) for personal injury or property damage that may result from the pet. Pet owner agrees to make reimbursement for such damage on demand. Any damage to the resort buildings, grounds, grass or shrubbery, flooring, walls, trim, finish, tiles, carpeting, stains, etc., will be the full responsibility of the pet owner and that owner agrees to pay cost and expense of replacement of the damaged property.

10. Pet owners will be fully responsible for any injuries to resort employee or other resort guest caused by their pets.

11. Pet Owners shall indemnify, hold harmless, and defend landlord and/or its agents against all liability, judgment, expenses (including attorney's fees), or claims by third parties for any injury to any person or damage to property of any kind whatsoever that is caused by a pet.

We reserve the right to require immediate removal of any pet that displays dangerous or unacceptable behavior. As a pet owner, you are responsible for ensuring your pet does not disturb other resort guests, including barking while in the room. If you are unable to satisfy this request, we have the right to request you check out of the resort immediately. Room charge for reserved room nights will be charged in full.

Please help us keep this resort a pet-friendly place, and leave no reminders that your pet was here! Your pet and other pet owners appreciate this!! And so do we!





