



# HARVEY'S PET

HOTEL  DAYCARE  SPA  TRAINING  SUPPLIES

Hello Fur Parents,

We here at Harvey's would like to thank you for choosing us as your number one Hotel and Daycare facility in the upstate area. Without you we could not have made this adventurous dream into a reality. "We love them like you do"; whether its training, grooming, daycare or overnight boarding.

With that being said, we have not raised our prices in 2 years, but due to the cost of minimum wage increase, it has forced us to raise our prices. We do not cut corners, and we maintain an impeccably clean, caring and home-away-from-home experience. We continuously invest in proper training, equipment and protocols to keep our facility up to our high standards. This includes secure fencing, fire prevention, proper ventilation, training to understand and read Canine Body language, CPR/First Aid certified, as well as making sure there are plenty of activities and equipment for the pups to play in and on. For these reasons, in order to continue to provide the service your pet deserves and expects, we have no other option. The new pricing will start 2/1/2020. All hotel reservations that are made before 1/1/2020 but the stay will not take place until after 2/1/2020 will be grandfathered in at the old price.

We hope that you will have piece of mind knowing your pet is well cared for in an impeccably clean, caring, and secure home-away-from-home, with lots of love and care.

We thank you - because of your loyalty and excitement over what we do here at Harvey's Pet, our business is growing and expanding. And we are forever grateful for you making this possible!

Lots Of Love,

Mark & Christina, and the rest of the Harvey's Family

## **Our Store Hours:**

**Monday – Friday 9:00 AM – 7:00 PM**

**Saturday 9:00 AM – 5:00 PM**

**Sunday 9:00 AM – 3:00 PM**

## **Our Daycare Hours are:**

**Monday – Friday 6:30 AM – 6:00 PM**

**Saturday & Sunday 7:00 AM – 6:00 PM**

**No drop off or pick up from 12:00-2:00 PM**

Please note that if you're dropping off or picking up before or after store hours that you must use the front entrance. There is a doorbell on the front that you can ring, and a pack leader will be right out to let you in.

## **Rates/Prices:**

### **Luxury Pet Hotel/Sleepovers**

Harvey's has built a Luxury Pet Hotel full of the comforts of home for your pet!

#### **Dog**

\$42.99 per day/night

\$27.99 for 2<sup>nd</sup> pet (if in the same room) per night

3 or More Pets Contact us for details

#### **Weekly Rate**

\$37.99 for per day/night

\$27.99 for 2<sup>nd</sup> pet (if in same room)

\$32.00 for 2<sup>nd</sup> pet (if in separate rooms) per night

Includes: Full day of Daycare

#### **Cat**

\$25.99 per day/night

\$10.00 for 2<sup>nd</sup> pet per night

***Our Hotel requires a \$50 deposit on all hotel room stays. Any damage to any beds or property by your pet, you the owner will be responsible for and will be charged accordingly at checkout. If no damage occurs the \$50.00 will be applied to your final bill.***

Hotel will have an increase of \$5.00 per night/day per dog **ONLY** on Holiday Week's or Weekend's. Attached is a calendar with our Holidays and peak seasons.

**Daycare Rates:**

Full Day \$28.50 per day

½ day (up to 6 hours) \$18.50

**Full Daycare Pack:**

5 Day- \$130.00

18 Day- \$435.00

10 Day \$255.00

25 Day- \$630.00

**½ Day Pack (up to 6 hours)**

5 Day- \$80.00

10 Day- \$145.00

18 Day- \$295.00

25 Day- \$345.00

**Weekly Rate:**

Weekly Full Day (*Monday-Friday, same week*) \$120.00

Weekly ½ Day (*Monday-Friday, same week*) \$69.00

**Multiple Dogs (same family)**

Single Day- \$26.00

Single ½ Day- \$16.00

Full day Packages:

5 Day- \$245.00

½ Day Packages:

5 Day- \$155.00

10 Day- \$460.00

10 Day- \$285.00

## Reservations:

We at Harvey's strongly encourage that you schedule your Daycare visit at least 2 weeks ahead. Hotel Lodging months ahead. We do our best to accommodate all requests however we do book up quickly.

Your pet must be enrolled at Harvey's to make a reservation. If your pet is not a member, please contact us to get the evaluation started.

**Please note, a deposit of \$50.00 is required the time of reservation for Hotel.**

Contact us:

Online Registration Form

[www.harveypet.com](http://www.harveypet.com) (Website)

250 N Comrie Ave

Johnstown NY, 12095

518-762-7613 (Phone)

### Late Pick Up (Daycare & Hotel)

Any pet owner that arrives after 6:00 PM to pick up will be charged **\$15.00** convenience fee. Although we make every attempt to accommodate schedules, Harvey's has pet boarding commitments that we need to tend to after hours. Daycare and Hotel dogs that have not been picked up before we are closing for the evening will be placed in the hotel and can be picked up when we open the next morning. Overnight boarding charges will apply.

## Vaccination Requirements:

Harvey's requires that all dogs that enter the facility be vaccinated against rabies and core diseases. Each guest must meet our vaccination standards before admittance. Pets requiring vaccination updates must have the vaccinations administered prior to date of service or check-in. For the safety of all our guests the Bordetella vaccination (Kennel Cough) must be administered **14 days** prior to your pets stay. If the Bordetella vaccination has a lapse you must still wait the 14 days before your stay. **NO EXCEPTIONS!**

Harvey's will accept Titters in lieu of vaccines. If your veterinarian has advised against certain vaccination protocols for your pet, we will not require those vaccinations however we do require a letter from your veterinarian, and you will need to sign a release of liability in the event your pet contacts a disease.

Type of Vaccine	What It Protects Against	How Often Given
Distemper Parvo DHPP or DHLPP (dogs only)	Distemper Hepatitis Parvovirus Parainfluenza Leptospirosis	Yearly or every three years, depending on the vaccine.
Bordetella (dogs only)	Canine Cough	1 year or per vet recommendation
Rabies (both cats and dogs)	Rabies	Yearly or every three years, depending on the vaccine.
FVRCP (cats only)	Feline Viral Rhinotracheitis Calicivirus Panleukopenia	Yearly or every three years, depending on the vaccine

## Flea & Tick Control:

Pets must be on an effective flea and tick control program. Dogs and Cats will be inspected at the time of check-in or during their stay and if fleas or flea dirt are noticed, the pet will be required to have an all-natural flea bath at the owners' cost.

If parasites are discovered during their stay, specialized care and treatment fees will apply at the owner's expense.

Seresto Collars needed to be labeled with dog/cat name on the inside of the collar. We do remove all Seresto collars during playtime as we do not want other dogs chewing on them.

### **Medications:**

Our experienced staff can meet your pet's Medication or Supplement need's while lodging at Harvey's. Our staff is trained and has years of experience on giving a variety of medication to both dogs and cats. We can administer them in pill, liquid or powder form. We provide this service at **no additional charge**. All medication must be in their original bottles dispensed by a veterinarian or pharmacy.

For guests that require insulin or sub-cutaneous shot there is an **additional charge of \$3.00 per day**.

### **Spaying/Neutering**

While Harvey's accepts dogs that are not spayed, or neutered, certain conditions apply. All dogs over the age of **6 months** participating in doggie daycare must be spayed or neutered. **NO EXCEPTIONS!** This is to prevent accidental pregnancy and to avoid behavioral issues that can be caused by hormones and pheromones of non-fixed dogs. Any dog that is unaltered is permitted for overnight boarding but will not be allowed to participate in group play. Harvey's does not accept female dogs that are in heat for either daycare or lodging visits.

### **Overall Health**

All dogs visiting Harvey's must be in good health and must also be 10 weeks or older with all age appropriate vaccinations. For the protection of all the dogs staying or playing at Harvey's any pet with a communicable condition will not be allowed. Pets that have been ill with a communicable condition within the past 10 days will require a veterinarian's certification of health prior to being re-admitted to Harvey's.

## **Collars and Leashes:**

It is mandatory that all dogs wear a collar to daycare and hotel. Because our facility is located on a highly traveled road, **All Dogs Must Arrive and Leave on a Leash!** Even if your dog does not generally walk on a leash, they can be unpredictable at times, so to ensure everyone remains safe, please walk your dog to and from your car on a leash.

## **Excessive Barking/Misbehavior:**

In order to maintain a safe environment for the dogs and staff and dog that misbehaves will be given a time-out from the daycare floor. Inappropriate behavior can result in termination if continues. Inappropriate dog behavior includes, but is not limited to, growling, snapping, biting, mounting other dogs, or excessive stress exhibited in continual barking, pacing, drooling, and/or physical destruction of property. If time out is not an option, owner will be called, and your dog will need to be picked up immediately. Please remember that your pet will be spending time with other pets and the safety of the entire group is our main concern.

## **Evaluation Process:**

To ensure the enjoyment and safety of all pets we require an Evaluation before attending Daycare or Hotel. The evaluation process is the screening process we use to see if our day camp environment is a good fit for your pet. The evaluation is a one-day process which is scheduled Monday through Friday by appointment only. Daycare is best suited for dogs who already have socialization experience. The evaluation process is the first step to helping your pet have the fun, social experience that will have him bursting through our doors for more playtime every time you bring him back to Harvey's.

Below is a brief overview of how evaluations are performed:

- All other dogs will be cleared from the area where the assessment is taking place in order to give your dog some time to sniff around and adjust to their new environment. Your dog will be able to see the others and others will be able to see your dog however there will be no interaction till your dog is content.
- Our Pack leaders will build trust with your dog by moving slowly, speaking softly and using proper body language.
- Once our pack leader has a basic comprehension of your dog's comfort level, she will slowly introduce one dog at a time taking into consideration the size, temperament of each dog.

We separate our daycare in half. Larger side is for the large breeds (Mastiff, Lab, and Golden Retriever) and the other side is for your smaller breeds (Corgi, Beagle, and Yorkie).

While we all want to think that our dog would love to be playing amongst a group of dogs, the reality is not all dogs can or should be allowed to play in a group situation. Doggie Day camp is for dog-friendly and social dogs that have a well-balanced personality. While it is obvious that day camp is not suitable for dogs that are aggressive towards other dogs or humans, there are less obvious situations where day camp is not a good choice.

- Day Camp is not a place to begin socialization process for your dog as a large group of dogs may feel overwhelming to a dog that has had no prior socialization.
- Day Camp is not a good fit for dogs that enjoy playing with other dogs, but that escalate into bullying behavior. A dog may behave appropriately with other dogs in certain settings, like the dog park or the beach, but inappropriately in a daycare setting.
- Day Camp is not a good fit for dogs that are so shy that they prefer not to play with other dogs. We want all dogs to enjoy their visit, and some dogs simply do not enjoy daycare.

### **Hotel Requirements:**

Each guest must meet our vaccination standards before admittance. Please see **Vaccination Requirements.**

To make your dog's stay as comfortable as possible, we suggest bringing and feeding their own food. We request that you package **each feeding portion of dry kibble** in a sealed Ziploc bag labeled with your pet's name on it. Any wet or refrigerated food should also be labeled and separated with your pets' name and amount.

Overnight lodging is charged just like when you stay at a hotel. Check-in is from 6:30 AM to 6:00 Pm, Monday through Friday. Saturday through Sunday check-in is from 7:00 Am- 6:00 PM. There is NO check-in or check-out during our quiet hours of 12:00PM-2:00PM, Monday through Sunday.

Please advise us if your pet is a chewer or has any destructive behavior. All property damaged by your pet while staying at our Pet Hotel (bed chewing, etc..) you as the owner are financially responsible for the damages. Any added costs will be added to your final bill.

A valid credit card is required to hold a \$50.00 deposit for the room. Deposit is expected at the time of making your reservation. Your deposit will be taken off your bill or the unused amount will be returned to you at the completion of your stay. Any dog not picked up by 11AM will be charged \$18.50 plus tax for a half day of daycare.

### **Pet Hotel Items to bring-**

- Dog Bed or Blanket (only if your dog is a chewer)
- Something that smells like home (t-shirt, blanket, sweatshirt)
- Food individually packaged and labeled (per meal)
- A few toys
- Treats
- Collar, Leash
- Any medications that your dog may take (labeled and with directions)

### **Items to Avoid:**

- Please leave your bowls at home (we have stainless steel bowls that are sanitized after every use) We do have slow feed bowls upon request
- Silverware
- Crate
- Large bags of food (food must be prepackaged)

### **Cancellation & No Show:**

#### **Daycare**

A 24- hour advance notice is required to reschedule/cancel a day care reservation. Without proper notification, clients are still responsible for paying for the days they have reserved. If you have a daycare package, you will lose the day from your package or your card on file will be charged if you do not give proper notice or do not show up. After 2 no shows you will be required to have a daycare package with us before making a reservation or a credit card on file with the cost of a day's rate deposit. This deposit will be non-refundable if you cancel less than the 24 hours.

## Hotel

Hotel Reservations require a **7-day** cancellation notice. A credit card number on file is required to hold a reservation along with a \$50 deposit. The deposit is nonrefundable if not given the **7-day notice**.

Cancellation and no-Show fees are required because when we reserve space for your pet, we are turning away other hotel guests interested in the space.

**Holiday cancellation Policy (Thanksgiving & Christmas) requires a 10-day cancellation notice for all reservations in November and December.**

## In Home Pet Sitting

Our Certified Caregivers can come to your home to give your pets undivided attention and care while your away right in their own home. Our pet sitting services involve more than just stopping by to check on your pet- we provide the love and attention they deserve plus more.

**\$25.00 for 30 minutes**

**\$22.50(each) for 5 visits or more**

**No Charge** for mileage within a 10-mile radius. Anything over 10 miles we charge \$1.00 a mile.

## Risks

While doggie day camp is a fun and healthy way for your dog to socialize and exercise, it is important to understand that there are **certain risks involved** as well. Specifically, **the same risks that apply to child daycare apply to dog day camp:**

While we require proof of up-to-date vaccinations (just like a child daycare), there is still a risk of illness (just like child daycare). While some vaccines are extremely effective in preventing illness, some vaccines are less effective.

Notably, the Bordetella vaccine (canine cough) which is similar to the flu vaccine for humans: it can help, but a vaccinated individual might still get sick. Canine cough can be caused by any of a variety of contagious diseases, and the vaccine only addresses a few of the potential causes. Further, an individual can be contagious without showing symptoms yet, so screening for symptoms and sending symptomatic dogs' home is not 100% effective.

It is important to remember that **a dog might contract Bordetella anywhere:** the dog park, meeting other dogs on a walk, or even going to the pet food store and touching objects upon which another dog has coughed. There is no good way of eliminating the risk entirely, but it is important to be aware of the risk when enrolling your dog at any doggie daycare facility.

Dogs love to play in a variety of ways: wrestling, chasing each other, chewing on each other, sometimes just dancing together. Different styles of play can sometimes lead to injury. If a dog likes to wrestle, that dog might fall wrong. A dog who likes to chase might run into another dog running in a different direction. Dogs are beautiful and wonderful, but they can be clumsy and careless as well. Whatever the case, **there is an increased risk of injury at dog daycare versus leaving your dog at home.** Of course, those same risks exist at the dog park, but it is something you should consider when deciding to enroll your dog at a dog daycare facility.

Despite our thorough screening procedures and constant monitoring of all doggie group play, there is an increased risk of a fight when dogs get together in a group. A fight could be due to conflicting personalities or simple misunderstanding, and our dog handlers monitor all play to prevent behavior escalation, but the risk remains and is something you should consider.

### **Grooming/Bath**

Grooming your dog or cat on a regular basis has many benefits. It keeps your pet healthy and happy. Detection of early warning signs such as rashes and skin lesions and lumps could be signs of illness that could promptly be taken care of by your veterinarian. The earlier you start the grooming process the better.

Here at Harvey's, we use natural shampoos and conditioning products that nurture your pet that will not only look their best, but their skin will be healthier too. Rest assured your pet will be delighted with his or her spa-like experience in the hands of our talented, professional groomers.

All lodging guests will receive a free complimentary bath after their 7-night stay.

All lodging guests will receive 15% off a full-service groom. Please call ahead to schedule any Full Grooming appointments as they are required.

## Transparency

At Harvey's, we want you to know everything about your dog and about how we handle your dog. If you have questions or concerns about our policies and procedures, **please call us at 518-762-7613**. We'll gladly answer any questions you have. We provide full tours of our facility Monday- Friday at 6:00 PM (appointments required) and will show you any area you wish to see to give you confidence that your dog is being kept in a safe, clean, comfortable environment. If you start to worry while you are out of town, we encourage you to call us and ask for an update. We'll tell you how your dog is doing, how well they are eating, and how many new friends they made. **Your dog is family**, and we'll provide you with any information we have so that you are comfortable and confident that your family member is safe and happy.

Follow our Facebook page- [Harvey's Pet](#) to see all our daily activities with our Daycare and Hotel pups. You can also follow us on Instagram- [harveys\\_pet](#)

