



188 Adcock Dairy Rd.  
Victoria, TX 77905  
361-575-7285

**BEFORE** booking your reservation, please read our handout **completely** to ensure your furbaby is in compliance with **all** the requirements. *It's a bit to read, but very important!* By signing our medical waiver/liability form, you state that you have read and agree to our policies, which may periodically change. It is the responsibility of the pet owner to ask about any changes that may have taken place since a previous reservation.

*(Packets are subject to change. It is up to the pet owner to request new "Welcome Packets" to stay up to date on our policies.)*

"Welcome!"

Welcome to "Wags!....Where Animals Get Spoiled!"

*We are so glad that you are considering using us to care for your furbaby while you are away.*

*If you are a returning client, thank you for your devotion! We are a small, family based business and we live on site, so your furbaby always has their needs met...**morning, day, and night**. Our special guests get **around the clock care and attention**. Loneliness is not a concern here! We personally know the feeling of having to leave your baby behind, but rest assured they will be cared for in the highest manner at our doggy hotel. We do not use cages unless a pet parent wants to bring a crate to put in one of our "Suites" for a sense of security. (Some doggies love their crates.) We can honor whatever makes your furbaby happy.*

*Our doggy bedrooms are built just like your home, with sheetrock walls and tile flooring, and no short ceilings to make them feel confined. Our rooms offer full size metal doors with glass so they can see us at all times. Many rooms even have their own doggy doors to a private outdoor space. This feature is great for those who do not want to play in the community yard, or if they have arthritis and can't go very far. With, or without the dog door, they are all allowed the same amount of play and potty time outside. We **DO NOT** charge extra for additional outside play time. It is part of the package.*

*We strive for a cozy, yet modern place for your pups to stay. We have a total of 15 rooms. It's about quality care, not quantity of animals. We stay small to always offer complete focus on your furbaby. All rooms are kept comfortable with a central air and heat system specially designed for animals. Our allergy babies will love us for that! At night, each dog has a nightlight so they don't get scared. Future construction plans include 1 more size of rooms for large families, and an indoor play area with central air and heat, and a flat screen television. Look for our special K-9 Grass by Forever Lawn. Your dogs will never get muddy or touch dirt with this new, clean product being installed in their personal run. Our plans are to watch this business grow, and to continue providing a unique, alternative option to standard cage kenneling.*

## "Safe and Sound Hound!"

We want to make sure that all the animals staying with us are protected. **ALL PETS MUST BE ON A LEASH or CRATED** during drop off and pick up. Wags! is automatically secured with an electronic alarm system. Multiple cameras are located inside and outside the facility to monitor activity 24 hours a day. Smoke and fire alarms are throughout the facility. All doors that lead to the doggy area are self locking, and require a code to re-enter. We have a back-up generator to keep power up and running in the event of a power outage. Sorry, but aggressive/**high** separation anxiety dogs cannot board in this facility. If you want a tour of our place, that can be arranged, but we set tour appointments on days when we are not at maximum capacity. Children must be quite and are not allowed to touch dog doors, door handles, or glass door fronts while touring. Some dogs are especially nervous around children, and we want everyone safe. The safety of the animals and people is very important, so we ask you to **remain up front during your actual prescheduled drop off and pick up appointment. Only during tours are you allowed in the back. We have found that this makes the drop off/pick up easier on the animals.**

If we need assistance, we will ask you at that time.

## "Doggy Bag"

While staying at Wags!, your furbaby will have a private "closet" in their room to store items. Your belongings are not shared with other guests. You are not required to bring anything except food, but you are encouraged to bring a favorite blanket, bed, toy, treats, or even bowls, if they only like their dishes....whatever is going to make them (and you) feel better. If you cannot bring items or forget something, we can provide all of these at no extra charge.

## "Chow Time!"

We **DO REQUIRE** that you bring your own food due to many dogs being on different diets. Upset tummies are no fun. We can refrigerate any perishable items you may bring. If you do not bring food, or forget it, we can feed a low residue food for **\$1.00 per cup (or feeding if less), per pet.** Medications required? No problem! There is **NO** extra charge to administer medications. The owner of Wags! previously worked in a veterinary hospital, so medicines will be administered and handled appropriately. In extremely rare cases, a medical fee may be added if extensive attention is required. Ex: post op care, paralyzed animals, or those requiring therapy, etc...we will be happy to discuss any of your concerns with you.

## "Vaccinations"

Please make sure that your pet is **CURRENT** on **VACCINATIONS!** This includes the **Distemper/ Parvo combo (we require it YEARLY), Rabies (3 year is ok), and Bordatella (YEARLY).** **ALL PETS MUST HAVE proof of Distemper/Parvo, Bordatella and Rabies being given. Vaccines must be given on or before vet's recorded due date! If the yearly booster was missed or late, a 10 day wait is mandatory for any pet booking with us.** Puppies must have completed **ALL** sets of vaccinations before they can stay at Wags!, **and must be completely potty trained.**

## *"Hygiene & Manners"*

### **ALL DOGS MUST BE COMPLETELY POTTY TRAINED!**

*Dogs are let out potty a minimum of 4 times a day, and sometimes up to 6 times a day, depending on the animal. Plenty of time and chances are offered for potty breaks, so there should not be a problem with accidents. POTTY PADS: If your dog ONLY uses potty pads and will not/does not go potty outside, we do allow you to bring enough pads, and he/she **MUST use them accurately!** Too many times pads tend to be a hassle due to the dog not getting completely on them when they potty, causing the urine to go all over the floor and bedding. Your dog **MUST be an accurate user** of them in order to bring them.*

*If not, they are not considered potty trained. For sanitary reasons, we cannot accommodate doggies that are not potty trained, on medications causing accidents, have urinary incontinence, or have "marking" issues. If these problems arise while a dog is at Wags!, a \$10.00 a day extra care fee will be added to the bill, and pet will be crated to protect the facility. A larger room may be needed in order to accommodate the crate, and a room increase fee may be incurred, depending on the size of the animal.*

*If your pet has fleas, parasites, worms, dirt/odor, they will be given flea/parasite medicines and/or bath at the facility I choose, **at the expense of the owner.** I am not set up form grooming, but if I have to bathe the animal, I charge \$20.00 for small, 30.00 for medium, and \$45.00-\$60.00 for large. We want a clean, healthy environment for all the animals staying at our facility. Odor from one dog can actually "contaminate" the air and other clean doggies. If you provide bedding, please make sure it is clean. We want all furbabies to go home smelling fresh.*

*We require all dogs to have basic **house manners**. Aggressive dogs cannot board here due to liability and handling safety of our employees and other dogs. **Destructive dogs/HIGH separation anxiety dogs** cannot board here due to the continuous cost of repairs due to this behavior. Out of respect for our neighbors, dogs who continuously bark or howl cannot board here.*

*We ask that all pets be on a leash, in a crate, or small dogs can be carried. Please respect the flowerbeds and don't let your pet potty or walk in them. They can potty in the big side yard, to the left of the driveway, or use the decorative fire hydrant in the front. Please keep all pets out of the other yards.*

*We hate to exclude any animals. We want to try to keep our sensitive furbabies comfortable, too. If your furbaby meets all the requirements, we look forward to meeting them, and you!  
We know they'll have a "dog-gone" great time with us!*

## *"Payment and Fees"*

***We ONLY accept cash and checks.** Returned check fee is \$35.00. Payment is due in full when your pet is picked up. \$1.00 per day will be applied to any unpaid balances. New reservations cannot be made until all balances are paid in full.*

*Cancellation fees are NEVER charged as long as we are notified prior to your appointment. However, no show fees in the amount of the room you reserved will apply if you fail to contact us and cancel so we can accommodate another client in need.*

*See Services page for room pricing and details.*

## Services Offered at Wags!

**All Suites are decorated indoor doggy bedrooms with central air and heat. Dogs must be CLEAN/ODOR FREE to stay at "Wags!". PLEASE BE ON TIME FOR YOUR APPOINTMENT. Distemper/Parvo, Rabies and Bordetella must be current!**

***NOTE: If you have multiple dogs within your immediate family, the 1st dog will be the full price of whichever "Suite" you reserve. Any additional dog will be 50% off if staying in the same "Suite".***

### \$\$ Payment and Pricing \$\$

**Payment is DUE at the time of pick-up. ONLY Cash and Checks accepted. \$1.00 PER DAY WILL BE APPLIED TO ANY UNPAID BALANCES UNTIL PAID IN FULL.**

If a pet is dropped off before 3:00pm (M-F), a full charge is applied.

If a pet is dropped off after 3:00pm (M-F), only half day charge will apply.

If any pet is picked up from 9:00 am-9:30 am (Mon-Sun), you will be given a discount and charged for 1/3 the daily total instead of a ½ day rate.

**Small Suite.....4ft x 6ft \$25.00 full day \$12.50 half day**

**(Bigger) Small Suite w/ Doggy Door.....4ft x 6ft 5in \$27.00 full day \$13.50 half day**

**Medium Suite w/ Doggy Door.....6ft x 6ft 7in \$30.00 full day \$15.00 half day**

**\*Doggy doors are only opened during potty breaks, or play time. They are not left open 24/7, for safety reasons. Dogs are physically and digitally monitored while outside. ALL dogs are let out to potty and play the same amount of times, regardless of the room having a doggy door or not.**

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**\*Future expansion for the furbabies! \***

**Not available just yet! To be added in near future with indoor play area.**

**Large Suites with doggy door to private outside yard**

### "Play Care"

**\*DAYCARE is offered Monday-Thursday during business hours (9:00am-5:15pm) only, at a flat fee of \$10.00 per pet. (Additional pets are ½ off if staying in same room.) Daycare uses our boarding rooms therefore the fee does not decrease if pets stay less than a full day. ANY PETS NOT PICKED UP BY CLOSING HOURS WILL BE CHARGED A FULL BOARDING FEE + THE "OUTSIDE OF BUSINESS HOURS" FEE OF \$20.00.**



# Services Offered at Your Home



## "House Calls"

### \$\$ Payment and Pricing \$\$

**Payment must be left at your home on the day of your departure.**

**\$15.00 flat fee, per visit, unlimited animals. (No livestock)**

As of right now, the early morning, and late night house call visits are on hold.

We are still available for **noon-1pm visits, and 5:30pm-6:30pm visits.**

**Weekly discounts are given to those using our services all month long. Prices are as follows:**

5-7 days in one week \$10.00 per visit

3-4 days in one week \$12.00 per visit

1-2 days in one week \$15.00 per visit

This service includes normal potty breaks/cleaning litter boxes, feeding and administering medicine. We do not offer lengthy walks in neighborhoods due to limited times.

Major holidays (Thanksgiving, Christmas, New Years, Easter, July 4<sup>th</sup>)  
will be \$20.00 per visit.

\*Mileage of .50 per mile may apply if you live outside designated area. Ask about covered areas.

**Due to our need to be at the facility, we will no longer be offering our pick up or drop off service, except to those who are approved for special needs. The fee to pick up or drop your pet off at home is a house call fee of \$15.00 one way.**

**It can only be done on our noon or 5:30pm house call hours.**

Dogs need to be current on their Distemper/Parvo vaccine, Bordatella, and Rabies for this service. Traces of some of these highly contagious/deadly viruses can be carried back to our facility if it is present on your property, and we want to make sure we do everything possible to keep cross contamination down.

**\*Note: If you or a family member arrives back early from your trip and end services sooner than planned, please call me @ 361-894-1018 to cancel your next visit. If not, and I arrive when someone is home, I will still have to charge you for the visit.\***

Please feel free to call with **any concerns, questions, or ideas.** The way Wags! has grown is through the open communication from our wonderful clients. We strive to always improve, and even after 10+ years of professionally dog sitting and working for a veterinary hospital, I am still finding myself learning something new each day when it comes to our precious animals. Anything to make their life easier and them feel appreciated is the goal.

Heidi Uresti-Sanchez  
Proud Owner of Wags!

**ALL Reservations AND Visits are by**  
**Pre-scheduled appointment only!**

*Your “drop off and pick up” will be scheduled around our house call appointments, and other boarders. Please be on time as not to delay us from those.*

🐾 **ONLY CASH AND CHECKS ACCEPTED.** 🐾  
🐾 **PAYMENT IS DUE AT TIME OF PICK UP.** 🐾

All hours are subject to slightly change, with or without notice, depending on weather, house calls, personal appointments and family events. **Your PRE-SCHEDULED appointment TIME will prepare you for any changes in our hours.**

## **Monday - Friday**

9am - 5:15pm

***(CLOSED 11:30-1:00 FOR LUNCH AND HOUSECALLS)***

## **Saturday and Sunday**

9am - 9:30am

or

4pm - 4:30pm

**We kindly ask that you do not request additional hours to pick up or drop off. We work 7 days a week to offer many appointment options for our clients.**

**Hours are set up around house calls and family time, so please make arrangements to stay within the business hours. The owner lives on site with her family, so please be respectful of the hours when Wags! is closed.**

**A \$20.00 fee will be applied if you are not within the business hours, unless it is an emergency. Please BE ON TIME!**