



Lonsdale Grove

2019 Policy and Fee Improvements Effective January 15, 2019

DOGS

Overnight Boarding

No boarding suite rate increases since we opened in July 2015

Senior Suite: \$59.99 + \$25 for additional dog
Junior Suite: \$49.99 + \$25 for additional dog (3 or more must stay in Senior Suite)

Check-out for overnight boarding is daily by 1pm no charge for check-out day
Extended Check-out after 1pm until 6pm* extra ½ night’s boarding rate applies
Extended Check-out after 6pm until 7:45pm extra 1 full overnight rate applies
Check in anytime daily by appointment no extra charge— see operating hours

Grooming During Stay

Stays 3 consecutive nights or longer qualify for 20% off grooming services completed prior to check-out. Remember to request grooming when you make your reservation.

Long Term Discounts

8 to 11 nights full 10% discount
12 to 29 nights full 15% discount
30 nights + full 20% discount

Day-boarding (not day-care)

Senior Suite: \$34.99 + \$15 for additional dog
Junior Suite: \$24.99 + \$15 for additional dog (3 or more must stay in Senior Suite)

Check-out for day-boarding by 6pm*
Extended check-out from 6pm to 7:45pm full overnight rate applies
Check in anytime daily by appointment—see operating hours

Operating Hours (New earlier open time)

Monday – Sunday 7:30am—7:45pm No check ins or outs after 7:45pm
STATUTORY holidays 9:00am—5:00pm No check ins or outs after 5:00pm
Christmas Eve and New Year’s Eve 7:30am – 5:00pm No check ins or outs after 5:00pm
Christmas and New Year’s Days – closed for check in and check out services. We are busy caring for our guests but do not provide reception services.

All V.I.P. suites that access a private patio. Neighbouring dogs cannot access your pet’s patio or their suite. Suite amenities include: heated floors, air conditioning, air exchange and sanitization, music, television.



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CATS

Overnight Boarding and day-boarding

Senior Suite: \$29.99 + \$13 for an additional cat

Junior Suite: \$24.99 + \$13 for an additional cat (3 or more must stay in dog suite see rates below)

Check-out for overnight boarding is daily by 1pm	no charge for check-out day
Extended Check-out after 1pm until 6pm*	extra ½ night's boarding rate applies
Extended Check-out after 6pm until 7:45pm	extra full overnight rate applies
Check in anytime daily by appointment	no extra charge— see operating hours

Cats staying in Dog Suite

1 or 2 cats together \$49.99

Additional (3 or more staying together) \$13 each

Grooming during stay

Stays 3 consecutive nights or longer qualify for 20% off grooming services completed prior to check-out. Remember to request grooming when you make your reservation.

Long Term Discounts

8 to 11 nights	full 10% discount
12 to 29 nights	full 15% discount
30 nights +	full 20% discount

Operating Hours (New earlier open time)

Monday – Sunday	7:30am—7:45pm	No check ins or outs after 7:45pm
STATUTORY holidays	9:00am—5:00pm	No check ins or outs after 5:00pm
Christmas Eve and New Year's Eve	7:30am – 5:00pm	No check ins or outs after 5:00pm

Christmas and New Year's Days – closed for check in and check out services. We are busy caring for our guests but do not provide reception services.

All condos are private so there is no physical interaction between neighbouring cats. Cat room amenities include: heated floors, air conditioning, air exchange and sanitization, music, television. Cats get opportunities for individual exercise outside of their condo.



Lonsdale Grove

POLICIES—effective January 15, 2019

Appointments

Appointments for check-ins and outs help us to better meet the needs of our in-house guests. We are flexible and understand that sometimes appointments need to change. If possible just send a quick email letting us know your change so we can be prepared.

Cancellations

Cancellations less than 48 hours prior to reserved check-in time are subject to a fee equal to one-night boarding as a cancellation fee. Deposits are fully refundable if cancelled within 48 hours of your reserved check-in time. Deposits for reservations cancelled with less than 48 hours' notice will become cancellation fees.

Reservation Changes

Changes to a reservation that shorten the length of stay must be made at least 48 hours prior to check-in or fees for the originally reserved dates will apply. Of course, you may always pick up your pet early. Please let us know when to expect you and please confirm our hours of operation for client services.

Deposits

Deposits are equal to one-night's boarding fee, per dog suite/cat condo reserved, and are required to confirm all reservations. Deposits can be paid in person by Visa, MasterCard, Debit or Cash or you may telephone with your credit card information. You can pay through our website or you can E-transfer +1\$ transfer fee to info@lonsdalegrove.com

Overnight Boarding

Check-outs by 1pm won't incur final day fees. Check outs between 1pm and 6pm* are subject to an extra ½ night's boarding rate. Check-outs between 6pm and 7:45pm* will incur an extra full overnight rate. Please confirm hours of operation for your latest check-out time available.

Day-Boarding

Day boarding hours are anytime from 7:30am to 6pm*. Check out by 6pm* qualifies for the day boarding rate. Check-outs later than 6pm (from 6pm to 7:45pm) will incur the full overnight rate. Please confirm hours of operation for your latest check-out time available.

Hours of Operation

Monday to Sunday	7:30am to 7:45pm	(No check ins or outs after 7:45pm)
Statutory holidays	9:00am to 5:00pm	(No check ins or outs after 5:00pm)
Christmas Eve and New Year's Eve	7:30am to 5:00pm	(No check ins or outs after 5:00pm)
Christmas and New Year's Days	Closed for check in and check out services. We are here and busy caring for our guests but do not provide reception services.	

Vaccination Requirements

We will accept titer test results proving active antibodies in lieu of any vaccine other than Rabies. We will always defer to your veterinarian's recommendations regarding vaccines for your pet (s). Please ensure vaccinations are completed at least 7 days prior to arrival.

Dogs: Certificate of Vaccination signed by your Veterinarian to include proof of up-to-date vaccination against:

- o Rabies as required by law
- o DHPP/ DAP or equivalent
- o Bordetella (Canine cough) - optional

Our HVAC's superior Ultra Violet air purification ensures that your dog breathes only clean and sanitized air in their personal dog suite.



Lonsdale Grove

Vaccine Requirements continued...

CATS: Certificate of Vaccination signed by your Veterinarian to include proof of up-to-date vaccination against:

- Rabies as required by law
- FVRCP

Details of Boarding

Behaviour: Please understand that Lonsdale Grove is a Pet Hotel designed to provide low anxiety boarding services for small breed dogs and cats who are well adjusted family pets. We are not a training facility and therefore cannot accept any pet who is a danger to our guests or to our team members. Thank you for your understanding.

Emergency Care: Any pet requiring after hours emergency veterinary attention during their stay will be taken to the Emergency Veterinary Clinic of Waterloo which is only minutes (8.8kms) away from us at 14 - 405 Maple Grove Rd, Cambridge. Day-time emergencies will be directed to the nearest available veterinary clinic. There are several within 10km of Lonsdale Grove. Every attempt will be made to contact the owner and/or emergency contacts. All costs incurred are at the owner's expense. Please ensure a contact person/yourself or a decision maker is reachable by the vet when you are away. This person should be able to make decisions and make payment.

Neutered/ Spayed: Preferably neutered/ spayed by sexual maturity - typically within first year. Exceptions will be considered on a case-by-case basis—please contact us. Non-neutered/spayed pets will be excluded from group play.

Parasites: Your pets should be properly dewormed. Your pet should be on a flea prevention program such as 'Revolution or Advantage' and not have ticks or fleas. Flea collars are not acceptable substitutes. We are not responsible if your pet contracts fleas. Any Pet who has fleas will be administered a flea bath at the owner's expense.

Health/Hygiene: Pets should be generally healthy and without any contagious infection, disease or parasite. Full disclosure of your pet's health is mandatory. All animals must be basically clean without a malodorous coat. All dirty or unhygienic animals will be bathed at owner's expense.

Medications: We will administer Insulin injections, subcutaneous fluids as well as oral pill, capsules and liquids, eye and ear drops etc. Please ask about other medications or special needs as required. All prescribed medications must come to us in their original dispensed container complete with dose requirement and contact information for the prescribing veterinarian. It is always a good idea to supply extra medication. Please do not prefill syringes. Please do not prefill pill pockets or other methods of hiding the medication. It is imperative that we are certain about what we are administering.

Personal Items: We are not responsible for items left behind, lost, broken etc. Please ensure you have all personal items at check-out, including all medications.

What should I bring?

Food: We use various brand name high quality dry dog and cat foods. If your pet requires a special diet or if you wish to provide your own food and/or treats you are encouraged to do so. We will feed raw. It is greatly appreciated if you pre-portion your pet's food. Please do not bring food dishes, glass containers or measuring instruments.

Water: Please do not bring water. The water at Lonsdale Grove comes directly from the aquifer. It tests clean and drinkable at source however we still filter it several times, sanitized via ozone and UV light. It is of equal or better quality than anything you can buy in a bottle or clean at home. We do not have space to store water for each pet.

We are all inclusive in that we provide: beds, blankets, toys, bowls, food and treats. If you wish to bring blankets, beds, toys, crates etc..... you are welcome to do so. Having familiar items can make your pet more comfortable and feel safe. We provide all stainless dishes and prefer to use our own. We provide litter and litter boxes. We will feed your pet on your schedule. Details will be recorded on check-in.