

Pet Hotel Boarding Terms & Conditions



- ☐ Dogs must be at least 3 months of age, healthy and with vaccinations completed.
(Rabies and 5-9 Mix Vaccination, more than twice)
- ☐ It has to be more than one week after the vaccination and in healthy condition.
- ☐ Adult dogs (one year and older) must have Mix-Vaccination in the past year.
- ☐ Dogs have no tick or flea on them and had disinfecting treatment with agents recognized by veterinarians.
- ☐ Dogs need to be clean or groomed by us (recommended to get groomed the day before going home in case of rain or playing in the dirt).
- ☐ If veterinary attention is necessary or disinfecting agent (like Frontline, etc.) is given, the owner is liable for the expense.
- ☐ Dogs with the following condition might not be admitted: too old, in heat, not used to cages, untouchable, with constant barks, vicious, or stressful to other dogs (such as not spayed or neutered).
- ☐ Dogs must be in good health (we might not accept in case of heart diseases, epilepsies, under treatment of other sicknesses)
- ☐ Aged dogs (over 13) need to have their vet's recommendation within a month and meeting with us.
- ☐ In case of change in health due to chronic conditions while boarding, we might take your pet to an animal hospital. Transportation and vet fee will be billed to the owner.
- ☐ The owner must be reachable at all times during the stay.
- ☐ Copies of vaccination records and owner's ID (at the first visit) will be kept in the store.
- ☐ The owner needs to provide food and utensils dog is familiar with.
- ☐ Please provide us with information on dog's allergies needs to be provided.
- ☐ If dogs get dirty during the stay, owners are liable for the expense of shampoo services.
- ☐ In case of typhoon weather with the possibility of power outage, we might ask you to pick up your pet.
- ☐ We recommend you to bring your pet before 17:00 before sun down in order to avoid night-time crying.
- ☐ We cannot take or accept pick up outside of our business hours.
- ☐ Fees are applied to bringing in and picking up outside of business hours: ¥1500 for non business day; ¥500 every 30 minutes after business hours; charged 1.5 days after 24 hours. We will set the time of off business day bring in and pick-up.
- ☐ ¥5000 deposit applies.
- ☐ We charge ¥1000 visitor fee for first time clients and clients with no visit in the past 6 months.
- ☐ 20% high season fee is charged during New Year's holiday, Golden week holiday and August Obon holiday.

Additional charge

- ☐ Manner diapers: ¥100 (4-6 per day)
- ☐ Cost of medicine, supplement, additional food, process food

Please Check

- ☐ Vaccination Certificate
- ☐ Owner's ID (First visit only)
- ☐ Food (provide more in case of more than over night stay)
- ☐ Food dish (avoid expensive dishes)
- ☐ Bedding
- ☐ Manner diapers (provide a little more than 4-6 per day) – not necessary if there is no marking habits

