

THE COMFY CRITTERS PET HOTEL FAQ

The Comfy Critters Pet Hotel was built on the foundation that our pets are just like our children. As pet parents ourselves, we understand how difficult it can be to leave your furbaby in another's care. This has led us to create a boarding and daycare facility that is tailored to your AND your pet's peace of mind. Each of our policies, rooms, and amenities have been designed with great care and attention to detail to provide your pet(s) with a safe, comfortable, and stress-free boarding and daycare experience.

What Makes Us Unique?

Comfy Critters is an incredibly unique facility. Due to specialized design, low pet-to-staff ratio, and attentive policies, Comfy Critters exceeds the standards of other boarding facilities.

- No halls of cages and concrete, each of our suites is private and comfortable.
- Suites are multi-species reservable – all of your pets may share a suite.
- Suites are fully customizable to meet your pet's specific needs. Each has a radio or tv, toddler bed, comfy blankets/bedding, dishes, and toys.
- Each suite is built with soundproofing measures. No stressful sounds from other guests.
- We have a very low capacity, which allows us to provide your pet with far more personalized care, attention, and affection than they would typically receive at a traditional kennel.
- Our entire facility is fenced and gated to create a safer environment.
- There are a variety of play/recreation areas including: an indoor playroom, an outdoor doggy jungle gym/playground, and (coming soon) a 1,500 sq. ft. climate controlled, indoor dog park.
- No giant groups of dogs who are unfamiliar with each other. We create small, well supervised play groups based on each dog's personality, play style, size, and age, then safely introduce them to one another.
- Rather than being stuck in a cage most of the day, our guests spend as much time as possible in one of our play areas.
- Meals provided as close to your pet's typical schedule as possible.
- A wide variety of A La Carte services are available to provide your pet with a fun, customized experience.
- Appointment only check-ins/outs ensure smooth and stress-free environment from the moment you get here.
- The owners live on-site and have exceptional staff trained to provide your pet(s) with the best possible care.

Appointments & Fees

All reservations are first come, first served. Check-ins/outs are available 8am-6pm Mon-Sun, except on major holidays. Appointments outside 8am-6pm may be accommodated with a fee. A 25% deposit is required for all reservations \$200+ 2 weeks in advance, or as soon as possible. Deposit may be mailed or dropped off and is applied to the total bill. Deposit is nonrefundable but may be transferred to services within 3 months.

Cancellation Policy

We put the comfort, safety, and happiness of your pet(s) above all else. We have a small capacity and large staff and thus have strict cancellation policies (exceptions are made within reason). Fees are billed as percentages of total reservations, based on number of hours before reservation that cancellation was made, as follows:

72 hours - 25%

48 hours - 50%

24 hours - 75%

6 hours and no shows - 100%

Daycare

All check-ins/outs are **by appointment** 7 days a week between 8am and 6pm

Pricing Full Day (5+ hours)

Pricing Half Day (Less than 5 hours)

\$16 one dog

\$12 one dog

\$20 two dogs

\$18 two dogs

+\$4/additional dog

+\$4/additional dog

Contact for Daycare pricing for pets other than dogs.

Additional Info

- Rabies vaccinations **MUST** be current and provided by\at check in. If proof is not provided at this time, your dog(s) will automatically be enrolled in the daily Privacy Package at its standard rate of \$10.00 per day.
- We provide the best, most personalized care available, however, we ask that you review the A La Carte options and book any services that will make your pet's experience with us as enjoyable as possible.
- All puppies 8 months and under (STRONGLY recommended for all puppies under 1 year) are **REQUIRED** to have the daily Puppy Package \$10.00 daily.
- All Senior dogs who require additional care, **REQUIRE** the Basic Senior Package at \$10.00 daily.
- A \$5.00 daily rate is added for any unspayed or unneutered pets, due to the additional supervision and precautionary measures necessary. This charge is waived with the inclusion of the puppy or senior packages.
- Food is available if desired or it runs out before check-out. Charges are per meal, starting at \$0.50. We stock Taste of the Wild dog food and Orijen cat food.
- Litter is available if desired or it runs out before check-out. Charges are per fill, starting at \$2.00.
- We do our best to accommodate meals as close to what your pet(s) is accustomed to. Any pet who requires supervision, or intensive/specialty meal prep, or more than 2 meals (breakfast and dinner) each day will incur a per-meal fee, starting at \$1.00

To Make a Reservation Please Call 715-570-7789 or Email comfcrittercare@gmail.com

Available Suites

Rates listed are for 1 dog, 2 cats, and -\$10 nightly for 1 cat. Contact for rates on other species. Additional dogs +\$10 each nightly additional cats +\$5 nightly. We offer a 5% discount for 7+ full nights, 10% for 14+ full nights, 15% for 20+nights, and 25% for 30+ nights.

101 – 40 sq. ft. – Main floor, full-size window, TV	\$45/night
102 – 30 sq. ft. – Main floor, no window	\$35/night
201 – 45 sq. ft. – 2 nd floor, no window	\$35/night
202 – 50 sq. ft. – 2 nd floor, upper window, TV.....	\$40/night
203 – 45 sq. ft. – 2 nd floor, upper window.....	\$35/night
204 – 60 sq. ft. – 2 nd floor, upper window, very spacious.....	\$40/night
205 – 36 sq. ft. – 2 nd floor, upper window.....	\$30/night
206 – 20 sq. ft. – 2 nd floor, no window	\$30/night

- All rooms include a radio, lighting, bedding, and any additional amenities upon request.
- Windowless rooms are recommended for pets with higher anxiety or reactivity.
- Charges begin at check-in. In the event of a morning check-in (before 11:30am) and an afternoon check-out (after 3:15pm) there is a \$10 half day fee (+\$5 for each additional guest).

À La Carte Services

Comfy Cab Service: Pick up and/or drop off service available! Mileage based, starts at \$5.

Privacy Package*: Your pet will receive the ultimately serene vacation with no audio or visual contact with any other pets during their stay.....\$10/day

*Required if dog has: NO proof of current rabies vaccine, health concerns, aggression towards other pets

One on One Playtime/Nature Walk: One-on-one playtime for your pup with toys/games of their choice and/or a walk around our secluded, 3.5-acre property... \$8/each \$12/x2 same day

Morning Jog: A morning run around the property to start the day!.\$8/each \$12/x2 same day

Tuck-In Service: At bedtime, your pet enjoys a one-on-one snuggle with a story to help them wind down and settle in afterwards. Belly rubs, pets, and cuddles included!.....\$5/night

Relaxation Massage: Pets love massages too! Make your furbaby's vacation extra special with a soothing rub from ears to tail. Creates a calm, restful state \$5/each \$9/X2 same day
Add a pet-safe Young Living calming essential oil for +\$2

Brain Teaser: Pets need enrichment and mental stimulation! A variety of puzzles, activities, and IQ toys are cycled through the suite - they move pegs, pull levers, push buttons, and MORE to get rewards. Includes a video of the fun for you to see! \$4/day

Long-Lasting Chew: Nylabone, Benebone, Bam-bone, or even a fresh Wisconsin deer antler to keep your pup entertained during his/her down-time in suite. Wide variety available, goes home with you at check-out!\$4-\$15

Puppy Package*: *Required for all dogs 8 months and younger*, strongly recommended for dogs under 12 months . Includes: extra let-outs, extra updates, continued reinforcement of behavior/training work, and extra monitoring (especially during group play to promote healthy socializing!), the tuck-in add-on is included each night, and any special meal prep/extra meals they may require. Fee for unfixed pet is waived with this package.

..... \$10/night 2 puppies \$18/night

Senior Package*: *Required for all pets who need special assistance and care.* Ideal choice for guests who are elderly, ill, or special needs. Includes extra let-outs, extra updates, mobility assistance, specialized furniture in suite, and extra monitoring. The Relaxation massage add on is included once daily and any special meal prep required..... \$10/night

Add the Privacy Package add on for half price at only \$5/day

Training Camp: Your pet gets eight fully customizable sessions throughout the day with our behavior specialist, who specializes in private training with experience ranging from basic obedience and socialization, to dogs with serious problems. This add-on can be used for learning/fine-tuning tricks, manners, obedience, specialty work and more.....\$25/day

Half days Exactly the same as the Training Camp add on, but with four sessions throughout the day. Useful for partial days, trial work, and supplementary training. \$18/day

Current training clients receive 20% off all training add-ons

Photo/Video Update Upgrade: Add as many additional updates, photos, and videos as you would like during your pet's stay. Even video chat with them!.....Package pricing starting at \$2

Nail Trim: Have your pet(s)'s nails trimmed while they stay... \$10/trim

Each additional trim +\$5

Add nail Dremel +\$5/each

Exit Bath: Your pup will head home from their fun filled stay at Comfy Critters squeaky clean! The exit bath leaves your furbaby with soft, puppy-like fur and skin, smelling delightful for up to several weeks, and ready for a long nap in your bed! Includes nail trim, ear cleaning, and light de-shedding\$20-\$60

Please ask to see full grooming services menu for all add-ons, packages, and pricing. Grooming services available during boarding, daycare, or in some cases, as a standalone appointment.

Please ask to see the cat specific A La Carte Menu

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