



creature comforts
Pet Resort

POLICIES

General

Reservations must be made through phone (903-753-7297) or email (hello@creaturecomfortstx.com). We do not accept social media as a confirmation.

All dogs must be held or on a leash in the lobby for their safety and for others'. If on a retractable lead, it must be on a short lock (max 6').

No dog-to-dog or dog-to-human greetings in the lobby for the safety of all dogs, owners and kennel technicians.

Please be up-to-date on all shot records (Bordetella (6 months), Rabies & Distemper/Parvo & Canine Influenza is highly recommended. A licensed veterinarian must administer all shots. Dog owner is responsible for making sure Creature Comforts receives vet records before scheduled stay; you can fax (903-617-5479) or email (hello@creaturecomfortstx.com).

All medications MUST be in the original bottle.

Please NO bedding (blankets or dog beds); we provide comfortable beds, cots and blankets; we are not responsible for any lost personal belongings.

Operating Hours are Monday – Friday 7:00am – 7:00 pm, Saturday 9:00am – 5:00 pm & Sunday 9:00 am – 11:00 am and 5:00 pm – 7:00pm. Please allow time for the staff to feed and clean prior to opening, we cannot accommodate early or late check-ins.

Checkout after 11:00 am will result in a \$12.00 late fee per pet.

All holiday reservations (Spring Break, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas, New Year's Day) will be charged a prepayment equivalent of a 2 night's stay. Cancellation less than 7 days of arrival date will result in loss of deposit; otherwise, deposit will go towards balance.

Daycare

All dogs must be evaluated before enrolling in daycare or adding to pets' boarding stay. Passing dogs must have an equivalent of one (1) full play day or half day with evaluation to be accepted.

Daycare Packages (10 Day, 20 Day & 30 Day) expire after 6 months of purchase.

Daycare Packages (10 Day, 20 Day & 30 Day) have a 14-day refund window.

Only Daycare Package (10 Day, 20 Day & 30 Day) holders can pre-book daycare visits.

If scheduled daycare visit is not cancelled within morning session, it is still deducted from package.

Saturday Daycare is for boarding pets only.

We have the right to refuse Daycare/Boarding Services to individuals and/or pet(s).

Creature Comforts has the right to revoke daycare privileges to any dog that staff finds aggressive or threatening to handlers or other dogs.

Walk-in Daycare is not guaranteed. It is best to schedule ahead.