



# Little Rascals

Pet Spa & Resort

## Grooming & Boarding

### Grooming

Appointment Only

### Boarding

Drop off & Pick up Hours

Monday – Friday

7am to 6pm

Saturday & Sunday

7:30-9am & 4:30-6pm

## Daycare

Reservations are preferred  
so we can staff accordingly

### Doggie Daycare

Monday to Friday, 7am-6pm

Closed Saturday & Sunday



**Address:** 118 S Main St, Delevan NY  
**Cell #:** (716)264-9217 **Office #:** (716)707-2030  
**Email:** ann@littlerascalspetspaandresort.com  
**Website:** littlerascalspetspaandresort.com

**Office Hours**  
Monday – Friday  
8am – 4pm

At Little Rascals, our goal is simple:  
**Safe pets. Clear expectations. No surprises.**

Please review our policies before booking so we can provide the best care possible for your furry family members.

## **GENERAL POLICIES**

### **Health & Safety**

For the safety of all pets in our care:

- All pets must be in generally good health.
- Pets showing signs of illness or aggressive behavior may be denied or removed from services.
- We reserve the right to refuse or revoke services if a pet does not meet health or behavior requirements.
- If a pet becomes ill or injured while in our care, we will contact you and may seek veterinary treatment at our discretion. Owners are responsible for all related veterinary costs.
- At arrival, a flea & tick check is done. If a pet is found to have fleas, owner will be notified and charged for a Flea & Tick Bath.

Dogs participating in social environments (daycare or boarding with daycare) are interacting with dogs from different households. While supervised, minor injuries, scratches, soreness, or illness can occur. We take every precaution to provide a safe environment.

### **Vaccination Requirements**

Current vaccination records must be provided prior to services and can be sent by email straight from you or your veterinarian.

#### **Dogs – Boarding & Daycare**

- Rabies
- DHPP (Distemper/Parvo)
- Bordetella (yearly)

## **Dogs – Grooming**

- Rabies required
- DHPP & Bordetella strongly recommended

## **Cats**

- Rabies
- FVRCP (Feline Distemper)
- Negative leukemia status (yearly testing if indoor/outdoor)

## **Puppies/Kittens**

- Over 8 weeks – first two sets of vaccinations
- 16 weeks – rabies required

## **Payments**

- Payment is due at the time of service. We do not offer payment plans.
- We accept cash, check, and all major credit cards.
- 4% discount when paying by cash or check.
- \$40 returned check fee.
- All rates and services are subject to change.

## **Discounts & Gift Cards**

- All gift cards expire 1 year from purchase.
- Discounts/coupons/offers are provided under the sole discretion of Little Rascals and may be revoked at any time.
- No military discounts are offered at this time.

## **Emergencies**

If your pet requires medical attention, we will attempt to contact you or your emergency contact. If necessary, we will seek veterinary care to preserve your pet's health. Owners are financially responsible for all medical costs.

## **Social Media**

We love sharing your pet's fun moments on our Facebook page.

If you DO NOT want your fur-baby's photo used for social media or marketing purposes please provide us with a handwritten note.

## **BOARDING POLICIES**

### **Reservations**

Reservations are required, including scheduled drop off and pick up times.

Holiday periods usually require additional notice and planning

Boarding Check-In Forms are requested to be sent via text or email at least 2 days prior to boarding. These are available on our website, Facebook page or can be picked up in person.

Grooming add-ons during a boarding stay need to be prescheduled as early as possible to ensure availability.

Only pets from the same household can share rooms.

### **Check-In & Check-Out**

- Boarding is charged daily.
- Afternoon drop offs or morning pickups qualify for half day rates.
- Communication by text or email is required for changing scheduled drop off and pick up times or an additional fee may be incurred.
  - Monday – Friday: anytime between 7:00am and 6:00pm
  - Saturday – Sunday: we schedule drop off and/or pick up times every 15 minutes between 7:30-9:00am and 4:30-6:00pm.
- After-hours check-in/out may be available in advance for an additional fee.

### **Boarding Holidays**

We will be closed to the public on the following Holidays. No drop off or pickup times will be available these days.

- Easter
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Day
- New Years Day

## **Medications**

All medications must:

- Be in original labeled containers
- Clearly state dosage and instructions

Additional fees apply for injections, complex medication schedules, or difficult administration.

## **Belongings**

The Resort will make every effort to return items left with each pet; however, these items may not be returned if lost or may be returned in poor condition. The resort is not responsible for said items. No glass or ceramic please.

## **Cancellations**

- 48-hour notice required for boarding cancellations.
- Owner is responsible for services booked after the cancellation period has expired and will be billed accordingly.

## **DAYCARE POLICIES**

### **Temperament Requirement**

All dogs must complete and pass a temperament evaluation prior to participating in group daycare. This can be done prior to or during a boarding stay.

Social privileges may be revoked if:

- Behavior changes
- Aggression develops
- The dog has been absent for an extended period

- Illness or injury occurs

Females in heat may board but cannot participate in group play.

Intact males may board but may not be able to participate in group play depending on their behavior.

Owner certifies their dog(s) have not harmed or shown aggression or threatening behavior toward another animal.

If a dog does bite a staff member or another dog, Little Rascals is legally obligated to report the incident to Cattaraugus County and provide owners contact information.

## **Reservations**

Although reservations are not required, please let us know if your pet will not be able to make it to daycare as we do plan activities based on the pets that are supposed to be at daycare.

## **Daycare Holidays**

We will not have daycare on the following Holidays

- Easter
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Black Friday
- Christmas Eve
- Christmas Day
- New Years Eve
- New Years Day

Watch our Facebook page for the most up to date information.

## **Daycare Packages**

- Monthly daycare packages expire 30 days from purchase.
- All packages are non-refundable and non-transferrable.
- Five & Ten Day packages expire 2 months after purchase date.

## **GROOMING POLICIES**

### **Appointments**

Appointments are required for all grooming services.

Arrive 5-10 minutes early, upon arrival it will be helpful to take your dog on a short walk to make sure that your pet has gone to the bathroom, we have a large driveway and grassy area to walk around in.

While occasional accidents may happen, repeated or excessive accidents and/or marking that requires additional cleaning time may result in a \$15 sanitation fee.

### **Health and Safety**

Grooming may sometimes reveal or aggravate underlying health issues. If concerns arise during your pet's appointment, we will inform you at pickup.

While rare, minor grooming accidents (nicks, scratches, nail quicking) can occur, especially with wiggly pets. We use extreme care and will notify you if any accidents happen.

If a pet becomes too stressed or unsafe to continue grooming, services may be stopped for safety reasons. Charges may apply at the groomer's discretion.

### **Matted Coats – “Humanity Over Vanity”**

Severely matted coats can:

- Restrict blood flow
- Trap moisture and bacteria
- Cause skin irritation

In some cases, shaving is the safest option. Removing severe matting carries risks such as nicks, cuts, or skin sensitivity.

Additional fees apply for extensive matting.

Regular grooming every 6–8 weeks is recommended to prevent matting.

## **Grooming Cancellations**

- 24-hour notice required
- Late cancellations may incur a fee of \$25
- Same-day cancellations or no-shows may be charged 100% of the reserved service.
- Repeated missed appointments may require prepayments that are non-refundable and non-transferable.

## **Late Arrival & Pickup**

- Arriving more than 15 minutes late may result in cancellation and/or fees
- Pets picked up more than 30 minutes after their scheduled pick-up time or phone call may incur a daycare fee.

## **Satisfaction**

Your satisfaction matters to us. If adjustments are needed, please let us know at pickup or within 24 hours. After that, additional services will be treated as a new appointment.