



BOARDING POLICIES

CANCELLATIONS

OFF PEAK 48 hours' notice does not include day of arrival – \$50.00/per dog

PEAK SEASON 4 days' notice does not include day of arrival – \$50.00/per dog

1ST TIME RESERVATION / APPOINTMENT

Requires a \$50.00 deposit/per dog (cash/check only), payable within 4 business days of the booking or the reservation will be canceled. Refund is available per cancellation policy. **Any bill over \$300 will require cash payment not check.**

EARLY PICK UP

48 hours' notice prior to pick up day or charge will be for the scheduled time booked.

HOURS OF OPERATION

These are posted on site and online. All pets must arrive during those hours. We are unable to make exceptions as it is detrimental to the welfare of the dogs. It also keeps our neighbors happy. Like any other business, at the end of the workday, we close.

SHOT REQUIREMENTS (no exceptions, see additional information)

Shot records must be received prior to day of arrival. We prefer email as we can reply to you. If faxed, then you must confirm that the documents arrived. We charge \$25.00 to call your vet and many do not have weekend office hours. Good planning on your part will save you from a potential unfortunate experience.

PHONE CALLS

Please only call during office hours. If it is after hours, please send an email. We will reply within the next day unless it is urgent. This is in the pets' best interest to keep the kennel quiet at night.

BELONGINGS

Anything that is safe for your pet to have 24/7. All items should be clean and laundered. Bedding **must** be able to go in a washing machine without being taken apart and no larger than 30 inches. Reasonable number of toys that are safe. No perishable fillers such as peanut butter in Kongs or bones. If we feel something is not appropriate/safe, we will let you know and not put the item in the run.

OWN FOOD

Please bring food in appropriate non-porous sealed containers or it's original bag. Do not use grocery bags as they tear easily and do not seal. Paper bags are not acceptable. **We PREFER it is brought in one bag or container (i.e., original, large Ziploc, plastic sealable, Tupperware, and we measure).** If you still decide to individually bag, it can only be 1 meal per bag. If bags are labeled AM/PM, they need to be separated and put into 2 larger bags/containers and also labeled AM/PM. Do not date the food unless there is a medical reason for it. If we need to organize or put into plastic bags, you will be charged. Always include enough food for at least 1 - 2 extra days. **Due to Salmonella and other possible bacterial risk, we will not feed a raw diet or take any pet that has been on a raw diet. That includes certain freeze-dried raw as well.**

MEDICATIONS / SUPPLEMENTS

We PREFER medications in the original bottle. If not, the container must be labeled with the name and all info from the original label. If in a pill pocket, you must provide that same information on the bag. If we ever need to take your pet to a vet they will ask about meds. This information saves precious time in the car of your pet. **Medications, Supplements, etc. cannot be mixed into the food.** We cannot take the risk that your pet does not get their medication or spills their food and the pills roll into another dog's space. We will remove them and charge. **We cannot "pill dogs,"** they must be able to take the medication freely in a treat, pill pocket or food.

FLEAS

Any animal found to have fleas, dead or alive, will be given a flea shampoo at the owner's expense. Price will vary depending on size and condition of the animal.

NAILS

Any pet with nails of excessive length will be trimmed and you will be charged.

DIRTY FACES AND BUTTS

Any pet arriving that has problems such as severely encrusted eyes, hair matted over eyes, dried poop or matted hair over the anus, etc., will be charge \$10 - \$20 for cleaning or removal so that the pet can have a healthy stay at the kennel

BAD EARS

If a dog has come into the kennel with bad ears, we will call your vet for treatment. This may result in a vet trip fee of \$25 and any additional fees charged by your vet.

PLAYTIMES

We are happy to be able to offer this to our customers. The dog must be safe to play with. Sometimes even a happy dog may be too difficult if it is trying to abuse the staff member or becomes aggressive in the run. We also have restrictions on certain breeds, you can ask us if that applies to your pet.