

New Client Boarding/Doggie Daycare Assessment

We assess every dog we see for the first time for boarding and/or doggie daycare to make sure every dog is sociable and comfortable visiting with us. Please read through this information to help you organize for an assessment and to better understand our policies:

- 1. Our paperwork** - there are three documents we will ask for you to complete in full. The three documents are the Contact Form, Dog Information Form, and Dog Waiver Agreement. If you have more than one dog please complete one Dog Information Form per dog. Please have all three documents completed, signed and initialed prior to the assessment.
- 2. Vaccine requirements** - we will ask that you provide vaccination records for your dog. The paperwork is to show what vaccines were done, when they were done and when they are due again. We need to see that your dog has had the following vaccinations - Rabies, Distemper combination, Bordetella. If he/she is missing any of these three vaccines please consult with your vet to have them done.
- 3. Evaluation** - we will ask to see your dog(s) for one hour without you present to conduct a behaviour assessment. Because we are only accepting dogs that are sociable we would like to see your dog(s) prior to any reservations being made so we know he/she will be comfortable here. We conduct our evaluations 7 days a week between 9am and 12pm by appointment only.

In order to book an evaluation time we need to confirm your dog already meets our vaccination requirements. Please email/fax your vaccine paperwork in to us (or ask your veterinarian's office to send it to us). Once we receive your paperwork we will contact you to set up the evaluation time. No evaluations are scheduled without confirmation of vaccinations first.

Doggie Daycare Policies

We ask for 5-7 days advanced notice when booking any doggie daycare visits. There are times when we may be able to accommodate a shorter notice request. We ask for 24 hours' notice if you have booked something and need to cancel so we may offer your spot to someone else. If you reserve a spot and do not provide 24 hours' notice that you are not coming you will be charged for the missed visit if we are not able to fill your spot.

Boarding Policies

Our boarding fees are calculated in 24 hour periods of time from date/time of drop off to date/time of pick up. There are extended rates available on the last day of boarding if the 24 hour period has expired on pick up.

We only accept boarding reservations from those clients who we receive a 50% non-refundable and non-transferable deposit from. We accept a limited number of dogs which are booked on a first come first serve basis. Once a deposit is made we can confirm a reservation for you. We do not hold any spots without a deposit. We do not take any tentative bookings.

Boarding cancellations - your deposit is non-refundable and non-transferable. At our discretion (under special circumstances) you may be offered a portion of your deposit back should you need to cancel. These situations will be looked at on a case by case basis.

Please bring enough food for your dog(s) while they are staying with us. We recommend bringing extra food as well in case you are delayed in picking up. Feeding him/her the same food they get at home will help to avoid upset stomach. Consider bringing something from home blanket, dog bed, and favourite treats to make the transition a little easier.

We recommend if your dog is not boarded regularly that you bring him/her in for additional visits over and above the evaluation visit in order for them to become better acquainted with our environment before their boarding stay.