

## 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 Monday through Friday 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 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 days advanced notice when booking any doggie daycare visits. There are times when we may be able to accommodate a shorter notice request. We will ask that you also provide notice if you have booked something and need to cancel so we may offer your spot to someone else. Daycare cancellation policy - if you do not notify us that you are cancelling a daycare visit you will be charged for the visit. If you cancel with less than 5 days notice and we are unable to fill your pre-booked spot you will be charged for the visit.

### 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** - please note that we have a strict boarding reservation policy before making a booking and providing your deposit. Our available boarding spots book quickly so before deciding on making a non-refundable/non-transferable deposit please consider the following:

- (a) if you are cancelling an entire boarding reservation you are forfeiting 100% of your deposit
- (b) if you are cancelling a portion of your original boarding reservation you are responsible for at minimum 50% of the cancelled boarding days and/or the cost of the entire original booking if we have announced we are booked to capacity for the dates you are cancelling
- (c) your deposit is non-transferable and will not be moved to another set of dates.

**Boarding Drop Off Times** - Drop off times are available Monday to Friday from 5:30am to 2pm; Saturdays from 7am to 2pm. We will ask for a specific drop off time to help us prepare for your arrival and to coordinate around other client times. Our latest drop off time on any day is 2pm.

**Pick Up Times** - Pick up times are available Monday to Friday from 5:30am to 4pm and then again from 5:30pm to 7pm; Saturdays from 7am to 2pm.

We are closed on Sundays and all statutory holidays to the public. Clients may board their pet through those days however we are not available for drop off or pick up.