



## BOARDING PAY POLICY

A credit card number may be required to hold a reservation during peak booking season – generally, though not limited to: October, November and December. The credit card will be charged a \$100 (or boarding total – whichever is less) reservation fee at the time of the booking. Cancellations less than 48 hours before boarding will forfeit the deposit.

100% of all fees must be paid at the time of boarding drop off.

**Payment types accepted:** Cash and credit card: Amex, MC, Visa, Discover.

## HEALTH & VACCINATIONS

- All dogs must provide proof of current vaccinations prior to their daycare or boarding visit. We require preventative yearly health vaccinations. Bordetella vaccination must be within 12 months of boarding or daycare. Dogs must be on a flea preventative program and flea free.
- We require all dogs are healthy and free of contagious illnesses. If your dog is showing any signs of illness, please do not bring them to our facility. (female dogs in “heat” are allowed to come to boarding or daycare. Please inform staff if this is the case.)

## FOOD & BELONGINGS

- We strongly recommend that your dog maintain their usual diet, for this reason we ask you provide your dog’s food. Bring enough quantity to cover the length of the boarding time. No harm in overestimating a bit! If you run out of food – we will use our house blend and charge accordingly. Excess food will be returned to owner. **Food should be brought in in labeled ziplock bag(s) or sealed plastic container.**
- There is no need to individually package measured meal amounts for your dog. We use a digital scale to accurately measure out food. A large ziplock bag with all the food required will be fine. Leave canned food in the cans. We have can openers, lids and refrigeration. No need to bring measuring cups or spoons.
- We can provide food if not supplied. A charge of \$4/dog/day will be assessed for purchase [*we feed Kirkland Signature kibble*].
- You may bring medications for your dog - please also provide in **labeled ziplock bag** with written instructions enclosed.
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- For Safe Handling - have your dog on a collar – buckle or martingale type. No prong, harnesses or chain collars will be left on dog in boarding.
- We provide bedding, water and food bowls. You are welcome to bring a comforting item from home – ex. Toy or blanket. Please limit it to one item.

### **CHECK-IN & CHECK-OUT TIMES**

- Boarding guests must arrive between morning opening hours (7:00am-weekdays/8:00am weekends) and 12:00pm on check-in day. This is for the care and easy assimilation of the pup into the new environment – so earlier arrivals are highly recommended. Arrivals after 12:00 must be pre-approved and will be charged a \$25 late fee.
- Checkout time for dog boarding is by or before 12:00pm on the final day. Pickups after 12:00pm are charged a ½ day daycare fee (\$20 + tax) and can remain until closing time.