



IMPORTANT INFORMATION

DIARRHEA

Diarrhea is uncommon at our kennel but it does occur. Although most dogs never get diarrhea while being boarded, others get it every time they are boarded. Occasionally a dog that has had firm stools here will get diarrhea when he/she returns home. What can cause this sudden onset of gastric distress?

- **Stress Related Diarrhea:** We believe that the most common cause of diarrhea is stress. This cause of diarrhea most frequently occurs with dogs who have never been boarded or who are infrequently boarded. The sudden change in the dog's routine causes them to stress out and the result can be gastric distress. This is also why dogs that have had firm stools here may develop diarrhea when they return home. It is the change in environment that causes the stress.
- **Dietary Change:** Another cause of diarrhea is due to a sudden change in diet. This sudden dietary change is compounded by the stress of being boarded and the result can be diarrhea. This type of diarrhea can usually be avoided by providing us with your dog's food. Clients who feed a different food than the food we provide (Iam's) are recommended to provide their dog's food.

If diarrhea is noticed during boarding your veterinarian may be contacted and treatment guidelines will be followed. You will be informed of your veterinarian recommended treatment at the time of checkout. If diarrhea should occur after you return home be sure to tell your veterinarian that your dog was recently boarded with us. Given that the strict guidelines are followed for daily cleaning and disinfecting of our kennel, it is unlikely that the diarrhea is caused by something other than dietary changes and stress.

KENNEL COUGH

It is important that all clients are made aware that Kennel Cough is present always and DOES NOT ORIGINATE IN A KENNEL. We absolutely WILL NOT allow dogs in our facility that are coughing or showing signs of kennel cough. However, it may be IMPOSSIBLE for us to tell when a boarder has been exposed to kennel cough PRIOR to his/her arrival.

We require that all dogs that enter our kennel have been properly vaccinated and that the owners provide us with written proof. Records must be updated annually. It should be noted that the bordetella vaccination does not protect against all strains of Canine Cough, just as the human flu vaccine does not guarantee against contracting the flu or flu like symptoms.

Kennel Cough, akin to a "doggy cold," is a generic term used to indicate canine infectious tracheobronchitis, a highly infectious upper respiratory disease that is caused from a number of bacteria such as Bordetella bronchiseptica, and viruses such as canine parainfluenza. Coughing, sneezing, and nasal discharge are common symptoms of kennel cough. These symptoms can last from a few days to several weeks. Since it is a viral infection, there is no "cure," just as there is no cure for the common cold. As a self-limiting disease, it will go away on its own, just like any other cold or flu. However, many veterinarians will prescribe a cough suppressant or an antibiotic to prevent secondary infections.

Kennel cough is not "born" in the kennel, it can be (and usually is) "caught" outside the kennel and brought in by a boarder. A dog can be exposed at the park, grooming shop, pet store, veterinary office, walking around the neighborhood, or any place where dogs congregate or pass through. The disease is not unique to a kennel, therefore; the more appropriate term is CANINE COUGH. Unfortunately, canine cough usually does not show visible symptoms for 5-7 days after exposure. While we make intense efforts to prevent an outbreak in our kennel through extensive cleaning and disinfecting, public awareness, and by requiring vaccinations, we cannot guarantee that your dog will not be exposed.

Just as a child who attends school has the potential to contract a cold or the flu, which is seasonal, a dog being boarded also has the potential to contract canine cough, which is also seasonal. When a child gets a cold or the flu parents do

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not expect the school system to pay for treatment. Similarly, if a dog gets canine cough in our kennel, you should not expect us to cover the cost of treatment. Through our efforts, the possibility of your dog's exposure to canine cough in our kennel is minimal, however; it is still possible. Please be advised that if exposure to canine cough does occur, the kennel will not be held liable for its treatment, cost thereof, or consequences.

Again, we make every effort to prevent an outbreak of canine cough! All dogs are **required** to be up-to-date on all vaccinations, including Bordetella; therefore, **CLIENTS WHO BOARD THEIR DOGS WITH US DO SO AT THEIR OWN RISK.**

DOG/CAT INJURIES AND ILLNESSES

If your dog becomes ill or injured while being boarded with us we will, at our sole discretion, engage the services of your veterinarian. Any expenses incurred as a result of veterinarian services must be paid at the time of check out. While we make every effort to ensure that our kennel is a safe place for even the most exuberant dog, we will not be held liable in the event that your dog injures itself.

DESTRUCTIVE DOG/CAT POLICY

Clients who board dogs with us that are destructive will be **held liable for all damage caused to our kennel and any injury that the dog may inflict upon itself while engaging in destructive behaviors.** This policy is applied to any and all destructive dogs regardless of the reason for destruction. That is, whether the dog has Separation Anxiety, Fear of Thunderstorms, or any phobia or generalized escape behavior. In addition, when clients provide us with a veterinarian prescribed sedative for their dogs to help to prevent escape behaviors, we will not be held responsible or liable should the sedative not be given in time to prevent destruction or injury! Although we will allow dogs with these problems to be boarded at our kennel, clients must agree to this policy and **BOARD AT THEIR OWN RISK!**

GERIATRIC DOGS/CATS

We have many clients who have boarded geriatric dogs that are in failing health. In each situation we have felt that it was important to ask the question, "What do you want us to do if your dog should pass away?" It would be an unfortunate situation if a geriatric dog were to pass away while being boarded, however, it is a real possibility. Should the situation arise we feel that it is extremely important that we know exactly what the owner wants us to do. Clients who board geriatric dogs must provide us with precise information as to the procedure to follow should their dog pass.

ABANDONED DOGS/CATS

Any dog that is not called for within ten (10) days of the scheduled pickup time, and the owner/agent does not notify our kennel of extended boarding, shall be deemed abandoned.

We shall surrender animals that are abandoned publicly, privately, or otherwise to Animal Control. Our kennel shall have, and is hereby granted, a lien on the dog for any and all unpaid charges and the owner or agent shall remain liable for complete boarding fees as well as other charges incurred in the care, maintenance, and disposal of said dog. Our kennel may exercise its lien rights upon the first day of abandonment. The owner specifically waives all statutory or legal rights to the contrary.

ADMINISTERING MEDICATIONS

We will administer veterinarian prescribed medications and vitamins to your dog as part of our daily kennel routine. Specific provisions have been made to accurately administer and record the passing of meds. Charge is \$5.00 for each day needed to administer. For insulin, subcutaneous fluids and other extensive meds you will be charged at a rate to be agreed upon for each visit. Vitamins will be put in their food at no charge with no guarantee they will be ingested.



**PLEASE READ ALL OF THESE IMPORTANT POLICIES
BEFORE ADMITTING YOUR PET**

RESERVATION CANCELLATION POLICY

Our boarding facility has limited space and is frequently at 100% occupancy. This forces us to turn potential boarders away. When clients pick-up their dogs early, cancel reservations, or change reservations without adequate notice (at least 24 hours), it is frequently too late for us to fill the space that we reserved for them because the boarders that we turned away have already made other arrangements. This causes us to lose a tremendous amount of income. Due to the loss of revenue as a result of no-shows, untimely cancellations, schedule changes, and early pick-ups, we have implemented the following cancellation policies.

GENERAL CANCELLATION POLICY

ALL RESERVATIONS MUST BE SECURED BY A VALID CREDIT CARD

We require at least 24 hours notice for cancellations or reservation schedule changes for boarding and Playcare. We will charge your credit card a \$25.00 cancellation fee if less than 24 hour notice is given for each run reserved. Clients that fail to provide us with at least 24 hours notice for early pick-ups will be charged for the entire scheduled reservation.

PREMIUM DATE AND HOLIDAY CANCELLATION POLICY

ALL RESERVATIONS MUST BE SECURED BY A VALID CREDIT CARD. All reservations made for any holiday, holiday weekend, or premium date require a **50% DEPOSIT**. Clients that cancel holiday reservations without at least **5 DAYS NOTICE WILL AUTOMATICALLY FORFEIT THE DEPOSIT**. Clients that cancel holiday reservations or premium date reservations with less than 24 hours notice will be charged for the entire booked reservation. **NO EXCEPTIONS**

PREMIUM DATE AND HOLIDAY EARLY PICK-UPS OR RESERVATION CHANGES. Clients who reserve space for holidays that fail to provide us with at least 5 days notice for early pick-ups will be charged for the entire scheduled reservation. In addition, clients who make changes to reservations without providing us with at least 24 hours notice will be charged our regular daily rate for any days that the space reserved remains vacant. We are sorry that it has become necessary to implement such a strict cancellation policy; however, we cannot continue to incur the tremendous loss of revenue due to untimely cancellations, early pick-ups, and reservation schedule changes.

AFTER HOURS SERVICE POLICY

Our regular business hours are from 8:00 AM to Noon and 2pm to 6pm, Sunday through Saturday. We are closed daily from 12-2. Special arrangements can be made for before or after hour drop-offs or pick-ups between the hours of 7-8am or 6-7pm. A \$10.00 fee will be charged for any drop-off or pick-up that occurs during non-business hours AND any such service must be prearranged. No pickup or drop off of animals on Thanksgiving and Christmas Day. We are open for drop offs until 8pm on Friday nights only during the winter months, for an additional charge of \$10.

2010 Premium Dates

All dates listed below are subject to holiday premium charges

Ski Skate Week

Friday	February 12	through	Sunday	February 21
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HOURS Ski Skate Week 8:00 AM to Noon, 2pm-6pm

Spring Break

Friday	April 2	through	Sunday	April 12
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HOURS Easter Sunday April 4 8:00 AM to Noon, 2pm-6pm

Memorial Day

Friday	May 28	through	Wednesday	June 2
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HOURS Memorial Day Monday May 25 8:00 AM to Noon, 2pm-6pm

Independence Day

Friday	July 2	through	Monday	July 5
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HOURS Independence Day Saturday July 4 8:00 AM to 6:00 PM, closed 12-2pm

Labor Day

Friday	August 27	through	Monday	September 6
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HOURS Labor Day Monday September 7 8:00 AM to Noon, 2:00pm - 6:00 PM

Thanksgiving

Friday	November 19	through	Monday	November 29
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HOURS Thanksgiving Thursday November 26 CLOSED/No drop off or pick up of animals

Christmas

Friday	12/17/09	through	Monday	01/03/09
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HOURS Christmas Day December 25 CLOSED/No drop off or pick up of animals
New Years Eve 8:00 am Noon, 2:00pm to 6:00 PM / New Years Day 8:00 AM to Noon, 2:00pm-6:00pm