

## **K9 Cabin Dog Day Care**

619 Leighton Road, Augusta, Maine 04330

207-341-7427

### **K9 Cabin Dog Day Care Policies and Procedures**

#### **Vaccinations**

All dogs must have the following vaccinations or proof of titers, titers will need to be redone every six months:

- DHPP
- Rabies
- Bordetella

Flea, Tick, and Heartworm Prevention are required.

#### **Age**

All dogs enrolled in basic day care or boarding must be at least 4 months of age or older. Puppies in the Potty Training Assistance Program must be at least twelve weeks old, and may then continue in basic day care upon completion of the four-week program.

#### **Sex**

All dogs must be spayed or neutered when enrolling in basic day care or boarding upon reaching six months of age (except puppies under six months of age currently enrolled in PTA program or who have completed the PTA program). No exceptions. Dog owners of dogs that are used for breeding purposes please call for recommendations.

#### **Health**

All dogs must be in good health; owners will certify their dog(s) are in good health and have not been ill with a communicable disease within the last 30 days. Upon enrollment, all dogs must be free from any condition which could potentially jeopardize the health or safety of other clients. Dog who have been ill with a communicable disease in the last 30 days will require a veterinarian's certification of health to be admitted or re-admitted. **No dogs will be allowed to attend day care with visible stitches or bandages.**

#### **Behavior**

All dogs must be non-aggressive and not food or toy protective. Owners will certify that their dog(s) has/have not harmed or shown and aggressive or threatening behavior towards any person and/or other dog(s). Please remember your dog(s) will be spending time with other dogs and the safety, health, and enjoyment of all clients is our primary concern. We reserve the right to decline any dog that we feel poses a threat or problem for our other guests. If your dog becomes destructive in our day care/boarding facility, you are liable for damages that your dog causes, and will be charged accordingly.

#### **“Meet and Greet”**

All Dog Owners must schedule their dog for a “Meet and Greet” with staff at K9 Cabin Dog Day Care prior to any dog day care visits or boarding. This is to make sure that your canine is a candidate for K9 Cabin Dog Day Care and will thrive in a dog day care environment. All dogs must pass the entrance screening.

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### Hours of Operation

K9 Cabin Dog Day Care is open Monday, Wednesday, Friday from 7:00 am to 6:00 pm. We are closed from 11:30 am – 1:00 pm for nap time and ask that you do not try to pick up or drop off your dog during these hours. Saturdays and Sundays are by appointment only but this may change do to the increase in demand.

### Leashes Required

Leashes are required at all times while bringing dogs in and out of K9 Cabin Dog Day Care. **This is for your dogs' safety as well as the safety of others.** All leashes will be kept in individual bins with your dogs' name on it.

### Payment

Payment in full of \$21 for day care is expected upon arrival unless special prior arrangements have been approved by management. A \$1.00 discount is given if paid by cash/check.

### Reservations

Reserve your dog's day care visit as far in advance as possible. Space is on a first-come, first-served basis, so it pays to plan early. It also helps if you have set days (i.e., every Monday, Wednesday, Friday, etc.). If you have set days, you need to let us know at least 24 hours in advance of any schedule changes or you will be charged for missed days. Surprise visits are strongly discouraged. Boarding can book up as much as two months in advance for high volume times. Please book early.

### Cancellations

We require at least a 24 hour notice prior cancellation of any daycare service and 4 days (96 hours) for boarding services. Late cancellation will result in you forfeiting your ENTIRE boarding deposit or charged a full day of daycare, regardless of the cause. (i.e. illness of owner, illness of dog, death in family, change of plans, work related...).

- Boarding visit drop-off for any time on Friday must be cancelled by 6 p.m. on preceding Monday.
- Boarding visit drop-off for any time on Thursday must be cancelled by 6 p.m. on preceding Sunday.
- Boarding visit drop-off for Wednesday must be cancelled by 6 p.m. on preceding Saturday.
- Boarding visit drop-off for any time on Tuesday must be cancelled by 6 p.m. on preceding Friday.
- Boarding visit drop-off for any time on Monday must be cancelled by 6 p.m. on preceding Thursday.

### Deposits for Boarding

We require a 25% deposit to reserve your boarding appointment or a 50% deposit for all stays more than fourteen days in length. This deposit is due at the time of the reservation. No reservations for boarding shall be made without a deposit. When the appointment is kept the deposit will be applied to the bill. Payment in full is expected when dropping off your dog on first day of boarding. Clients with prepaid packages do not need to make a deposit. However; if a reservation is not cancelled within the time required pursuant to our policy, the deposit shall be deducted from any pre-paid account. **Please see cancellation policy for refund criteria.**

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If you make your reservation less than 4 days of the drop-off time, and later need to cancel it, you will forfeit the deposit, even if it is within the same day of scheduling/making the appointment.

**Daycare Feeding and Medication**

We will feed and/or medicate your dog at no charge. However; you must provide us with each day's supply (labeled with your dog's name, your last name and AM/PM,) at each visit. If you do not bring your dogs' food we will feed him at an additional charge of \$1.00 per meal. It is recommended that you bring your dogs' food when boarding, this will help them feel more at home. The owner shall provide written feeding instructions. We are not responsible for lost or damaged items left with your dog. *Any dogs over the age of 1 year old that require feeding during day care hours will be an additional fee of \$1.00 per day if food is brought from home, or \$2.00 if we supply the food.*

**Sick and Injured Dogs**

If your dog is sick or has diarrhea, please do not bring your dog to dog day care, call your vet for an appointment. We reserve the right to refuse daycare or boarding if your dog arrives sick or flea-infested. If your dog gets sick while here, we will make every attempt to contact you. We will either quarantine the dog until you can pick him/her up or we will take the dog to our vet if we deem it necessary. *First and foremost the safety and well-being of your pet is of the highest importance. Insuring that your Pet remains safe and well cared for is our first responsibility and as such we take it very seriously. We do our best to have our pet parents screen for pre-existing health conditions but some factors may be beyond our control.* In the event that a medical emergency arises, life threatening illnesses or injuries, while a pet is at our facility or participating in a service that we provide it is imperative that we are immediately able to get them medical treatment at the closest available facility. We will call ahead to the veterinary offices in the closest proximity geographically to us to insure they can handle the emergency present. Your pet will be rushed to the closest available facility for treatment and you will be notified. We notify the owner after we have secured a medical treatment center for the animal to avoid delays that may be caused by emotion on the part of the owner. Our goal is to get your pet medical attention as quickly as humanly possible, and any distractions may interfere with that process. **All veterinarian bills are the responsibility of the Dog Owner, regardless of the cause.** PLEASE INITIAL \_\_\_\_\_

In consideration for the services rendered to my pet, I acknowledge that I have read and I agree to abide by all policies of K9 Cabin Dog Day Care, and pay for all services upon demand. I understand that if I fail to comply with said policies or fail to pay for services that my service may be terminated and future request for service denied.

Dog Owner Signature: \_\_\_\_\_ Date: \_\_\_\_\_