



## Happy Tails Boarding, LLC Welcome Letter

Thank you for choosing Happy Tails Boarding for your boarding and daycare needs! In this letter, you will find all the information and requirements for boarding your pet.

### **GETTING STARTED:**

All reservations must be completed in advance. HAPPY TAILS DOES NOT ACCEPT DROP INS! An email confirmation will be sent to you via our booking system once your spot is reserved. Drop off and Pick Up hours on your pre-determined day are the following:

- 7:30 AM – 9:00 AM
- 12:00 PM – 1:00 PM
- 4:30 PM – 6:00 PM

**\*\*These times are offered 7 days a week with the exception of major holidays.\*\***

Our vaccination requirements for dogs to be boarded at Happy Tails are as follows:

- Rabies – Current (Each veterinarian is different, some give 1,2 & 3 year)
- Distemper/Parvo – Current (Each veterinarian is different, some give 1 & 2 year)
- Bordetella/Kennel Cough – Required Every 6 Months
- All dogs must be on some type of flea and tick prevention.

It is **very** important that you check your veterinarian records closely prior to drop off. Any animals that **do not** meet our vaccination requirements will be unable to be left for their pre-scheduled booking. Feel free to contact us with any questions regarding our vaccination policy.

We also require two forms to be filled out prior to your pets stay for the first time:

1. Waiver of Liability
2. Overnight Stay Questionnaire

Both forms can be downloaded and printed off our website: [www.happytailsboardingllc.com](http://www.happytailsboardingllc.com).

The forms and vaccination records may be emailed to [happytailsboarding@outlook.com](mailto:happytailsboarding@outlook.com) or can be brought at drop off. **Please Note:** If forms and vaccination records are presented at drop off, the kennel technician will inspect the records prior to your pet being escorted into the kennel. If vaccination records are not up to date, your pet will be turned away. Once your forms are on file, you will only be required to keep us up to date on any new vaccinations your dog receives.

### **BOOKING A RESERVATION:**

You may contact us via phone, text, email, or Facebook messenger. All of our contact information is listed at the bottom of this page. Please remember, your booking is not complete until a booking confirmation email is received. Check your email prior to your booking date and time and verify everything is correct. Feel free to contact us with any adjustments or changes once the reservation has been made.

### **WHAT TO BRING:**

Happy Tails provides bowls for food and water, as well as blankets. You are welcome to bring your pet's bed and blankets from home to make them more comfortable.

Please bring enough food for your pet's stay in a **SEALED** container labeled with their name. If you choose to have your pet dine on our in house food (Science Diet Sensitive Stomach and Skin), **\$.86/per**

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**cup** will be added to the booking. Favorite treats, chew toys, and stuffed animals are welcome but please do not bring rawhides or hard bones that can break off into small pieces or could be a choking hazard.

If your pet requires any medications or supplements during their stay, please place them in a Zip-Lock bag or container labeled with their names, as well as written or printed instructions for administering.

### **PRICING:**

- **\$30 per night/per animal**
- **Additional dogs that are comfortable sharing the same kennel get \$5 off per day.**
- **Any pets picked up between the 7:30-9:00 AM pick up time do not get charged for that day.**
- **Unaltered Pets – additional \$5 per day**

Your family is our family and their safety is our utmost priority, if we feel that a dog might be in danger sharing the same space with a sibling we have the right to separate them. The booking price will be adjusted to reflect the move.

### **HOURS OF OPERATION:**

Happy Tails staff is on site from 6:30 AM – 12:00 PM/1:00 PM, depending on the drop-offs or pick-ups already pre-scheduled for that day. The evening shift begins at 3:30 PM and ends at bedtime (which is around 7:30 PM - 8:00 PM). We are equipped with an up-to-date alarm system and cameras that allow staff to check on the animals regularly. The doors are secured, and the alarm is set while we are away.

We understand that your plans may change while you are gone and contacting us is a must to adjust pick up dates and times, our phone is always on for the clients that are currently being boarded. If you are calling for a new booking and we do not answer, leave us a message and we will get back to you as soon as we get some free time.

### **DIRECTIONS TO HAPPY TAILS:**

From Leoti: At the 4-way stop, head West on Hwy 96, you will go around 10 miles and will see a set of Elevators (Selkirk). Turn North on County Road 3 or Selkirk Road and go 2 miles. There is a sign on Hwy 96 with an arrow and a large sign out in front of our building.

From Tribune: At the Hwy 96 crossing you will take Hwy 96 East. Go about 12 miles to County Road 3 (Selkirk). Turn North on County Road 3 or Selkirk Road and go 2 miles. We are just at the top of the hill. There is a sign on Hwy 96 with an arrow and a large sign out in front of our building.

### **TOURS:**

We are happy to give all new clients a tour of our facility before their pet boards with us. We host tours by appointment only, give us a call to schedule yours! We are excited for you and your pet to join our pack! Please feel free to contact us with any questions or concerns!

### **CANCELLATIONS:**

Our boarding facility has limited kennels, especially during peak season time where we are frequently at 90 - 100% occupancy. When we are at capacity, the lack of space may force us to turn away some clients for boarding. When clients pick up their dogs early, cancel reservations, or change reservations without an appropriate amount of notice (at minimum 48 hours), it is frequently too late for us to fill the kennel space that we reserved for them because the clients that we turned away have already made other arrangements. This causes us to lose a tremendous amount of income because that kennel is then left vacant. 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.

Happy Tails Boarding requires, at the minimum, a 48 hour notice for cancellations or reservation schedule changes. A \$25.00 cancellation fee for each kennel reserved will be assessed if the reservation is not canceled at least 48 hours in advance. If the reservation is over 4 days there will be a charge of 50% of the stay. Clients that fail to provide us with at least a 48 hour notice for early pick-ups will be charged for the whole day of the scheduled reservation check-out day.

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