

# THE CANINE PALACE CORP. POLICIES

Please read our policies carefully. We will only accept reservations for any of The Canine Palace Corp. services for pets that have completed **all relevant signed agreements and authorizations**.

## Assessment

For all new customers and services, we begin with a **Meet & Greet** to get to know you and your dog. This first step helps us build trust and ensure the best possible experience for everyone.

As part of this process, all dogs must complete a temperament assessment before using any of our services. This allows us to ensure a safe, comfortable, and enriching environment for every dog in our care. If you are a no-show for an Enrollment Meet & Greet, cancellation charges may apply.

## Safety First at The Canine Palace Corp.

For the well-being of all our guests, **all dogs must be non-aggressive**. Guardians are required to certify that their dog(s) **have not harmed or exhibited aggressive or threatening behavior** toward any person or other dogs. Please keep in mind that your dog will be interacting with other dogs during their time with us. **Their safety, health, and happiness are our top priorities**, and we appreciate your partnership in maintaining a safe environment for everyone.

## Health & Wellness Policy

At The Canine Palace Corp., the health of our four-legged clients is our top priority. To ensure a safe and healthy environment for all, dogs must be free of any condition that could pose a risk to other animals in our care. If your dog has been ill with a communicable condition, we require a veterinarian's certificate of good health before booking or resuming any of our services. Thank you for helping us maintain a clean, safe, and healthy space for every pup!

## Medication Policy

At The Canine Palace Corp., we're happy to administer medications to your dog while they're in our care. However, the following guidelines must be followed:

- A Medication Form must be completed each time your dog stays with us.
- All medications must be provided in their original containers, clearly labeled.
- Medications will be administered exactly as instructed by you.

Please note: While our team is experienced and caring, our staff are not medically trained to treat specific medical conditions. For this reason, we cannot accept dogs requiring medical treatment beyond standard medication administration (e.g., drains, bandage changes, suture removal, etc.).

## **Spay / Neuter**

Dogs **seven months** of age or older **MUST** be spayed or neutered prior to attending The Canine Palace Corp., daycare.

## **Special Care Requirements**

At The Canine Palace Corp., we understand that some of our guests may have unique needs and require a little extra care. To ensure we provide the best possible service, clients must inform us of any special requirements at the time of booking. These may include (but are not limited to): Medications or supplements, daily brushing, puppy care, senior care. Etc. Please note: Additional charges may apply for specialized services.

## **Health & Vaccination Requirements**

To maintain a safe and healthy environment for all our guests, The Canine Palace Corp. requires the following: Flea & Tick Prevention: All dogs must be free of fleas and ticks and on a veterinarian-approved flea prevention program from June through November.

***Vaccinations:*** All dogs must be up to date on the following vaccinations:

- Distemper
- Adenovirus Type 2
- Parvovirus
- Bordetella
- Rabies.

Veterinarian certification is required.

Post-Vaccination Waiting Period: Please allow a minimum of 72 hours after vaccinations are administered before using any The Canine Palace Corp. services. Flea or Tick Detection: If your dog is found to have fleas or ticks while in our care, we will administer the appropriate treatment at your expense.

## **Emergency Medical Care Policy**

While we do everything possible to ensure the safety and well-being of all dogs in our care, unexpected medical situations can occur. Should your dog require medical attention, we will make every effort to contact you immediately. If we are unable to reach you in a timely manner, we reserve the right to seek veterinary care for your dog at the nearest available clinic.

Please note: A transportation fee of \$25.00 per hour will apply in such cases.

## **Third-Party Promotions Policy**

All third-party promotions are subject to approval by The Canine Palace Corp. Services.

Unless otherwise specified, promotions are valid for new customers only—defined as individuals who have not previously used any The Canine Palace Corp. Services. We reserve the right to modify or decline any promotional offer that does not meet our terms.

## **Behavior & Daycare Policy**

At The Canine Palace Corp., we strive to provide a safe, cozy, and enriching environment where all our guests, both canine and human, can feel comfortable and have fun. To ensure the well-being of the entire pack, all dogs are closely supervised throughout their stay. While we understand that dogs have different play styles and personalities, certain behaviors may result in temporary or permanent refusal of daycare admittance, including: excessive barking, excessive mounting (humping), excessive urination, aggressive or rough play, space guarding, bullying or intimidation of other dogs

Our team will always do their best to help **integrate your dog into the group** and will separate them when necessary to maintain a safe environment. We'll also **communicate openly with you** about any concerning behaviors and work together on solutions, so your dog can get the most out of The Canine Palace Corp. experience.

## **Age Eligibility**

'Youngsters' are welcome to join The Canine Palace Corp. Daycare two weeks after completing their second series of **DHPP (Distemper/Hepatitis/Parvovirus/Parainfluenza) vaccinations** which are usually given at 12 weeks of age and Bordetella (for Kennel Cough). Pups 16 weeks of age or older require a Rabies vaccination.

## **Admission & Behavior Policy**

At The Canine Palace Corp., we are committed to providing a social, healthy, and safe environment for all our guests. To maintain these standards, we reserve the right to refuse admittance to any dog that does not meet our health and behavior requirements or for which we do not have updated signed forms, vaccinations, and information on file. Dogs that do not follow our behavior etiquette may be temporarily separated from the group to give them time to calm down before rejoining their friends. If undesirable behavior persists, suspension or expulsion from our services may be necessary to ensure the safety and well-being of all guests.

## **Reservations and cancellations**

Daycare space is available on a first-come, first-served basis. Daycare reservations are required, so please give us a courtesy call or e-mail 24 hours in advance to ensure we have available space. Cancellations must be made at least 24 hours or there will be full cancellation fee of daily daycare rate.

Prior to attending Daycare for the first time, candidate dogs must complete an Enrollment Meet & Greet appointment. Reservations are required for Enrollment Meet & Greets. Pre-paid daycare packages are non-refundable and non-transferable.

### **Photograph/ Video policy**

The Canine Palace Corp. team may photograph or take videos of the client's pet(s) and use these for marketing and promotional purposes without any liability or obligation by the client.

### **Daycare Payment Policy**

At The Canine Palace Corp., timely payment is essential to ensure uninterrupted services for your pet.

- Payment is required **at the time of booking** or prior to service, unless otherwise agreed.
- We accept various payment methods including **credit/debit cards, cash, and electronic payments**.
- Any outstanding balances must be settled **before your pet's next visit**.
- Cancellations or changes to bookings may be subject to fees as outlined in our cancellation policy.
- Failure to make timely payments may result in suspension of services.

### **Pet Health, Behavior, and Safety**

All dogs must have up to date agreements and vaccination information on file at The Canine Palace Corp.. The Canine Palace Corp. Services reserves the right to refuse services to any pet for any reason including, but not limited to:

- If the dog appears sick, injured or in any pain
- Aggressive dogs
- The dog behaviour could jeopardise the health and safety of other dogs/pets or our staff
- Dogs over the age of 8 months that have not been spayed or neutered
- Unruly or untrained dogs

**Client agrees to be responsible for all costs (including, but not limited to, transportation, medical care, attorney fees, etc.) if client's dog should bite another person or animal.**

### **Packages**

#### **Adult (1 year +)**

Full Day \$46.95 + HST

Half Day (up to 5 hours) \$39.95 + HST

Bundle: Buy 9 days, get 1 day free!

#### **Puppy (4 months to 1 year)**

Full Day \$53.95 + HST

Half Day (up to 5 hrs) \$45.95 + HST

Bundle: Buy 9 days, get 1 day free!

### **Daycare Business Hours (by reservations only)**

Monday to Friday

7:30am – 6.30pm

\* The Canine Palace Corp. reserves the right to change prices and policies without prior notice\*