



Thank you for your interest in Green Valley K9, We look forward to caring for your pets!

Inside this packet you will find lots of helpful information about how things work at GVK9. Please read through these materials carefully and keep them in a safe place for future reference. The information provided here will help to ensure that you and your dog have a safe and exciting GVK9 experience.

While in our care, your dog will have the opportunity to participate in a variety of fun and supervised activities. Whether it is romping in our yard with friends, splashing in the pool, or enjoying some laid-back cuddle sessions, our caring staff is here to serve you and your pup's needs!

While our first priority is safety, we also pride ourselves on providing above and beyond customer service that sets a standard. We welcome your questions and concerns regarding your dog's time with us.

We know you have multiple options when it comes to providing care for your pup so we are so thankful you chose us!

Please note the following information, also outlined on your website, www.gvk9.com:

- **Customer Hours:** Monday-Sunday, 6 AM- 8 PM. We are staffed 24 hours per day to care for your pet! Check out time for boarding dogs is by 11am. Additional fees will be added if a late check out is needed.
- **Tours:** We highly recommend coming in for a tour before booking any services, though it is not required. All tours of our facility must be accompanied by a staff member and scheduled ahead of time. These tours are scheduled 7 days a week between 11am-2pm.
- **Paperwork:** Please ensure that you have completed a new client form and signed your waiver. Prior to your check in date it is required to provide proof of your pup's Rabies, Distemper, and Bordetella (kennel cough) shots. You can do so by emailing a copy to us at info@gvk9.com or dropping them off in person. We do not have a fax number. You are responsible for keeping your dog up to date on all shots we require and providing updated records as needed.
- **What to bring:** We provide all bedding, toys and bowls. You are required to bring in your dog's regular food and treats. A front desk worker will go over feeding details at the time of check in. Please label any other items brought from home, which may include a blanket and 1 or 2 toys. We do not accept raw hide treats. All dogs should arrive on a leash and be kept on a leash while in the lobby.
- **Medications:** Any required medications must arrive in their original containers and include instructions regarding dosage amount and time for administration. We cannot accept medications mixed in with food from home.
- **General Health:** We are not a medical boarding facility. Pets having recent surgical procedures, or any pre-existing life-threatening conditions should speak with a front desk worker prior to booking a service. We may recommend in-home solutions to keep your pet happy and comfortable. Any pets arriving with evidence of coughing, sneezing, or other apparent signs of illness or injury may not be permitted to stay.



GREEN VALLEY K9 RATES

All rates are before tax

Daycare:

- **Full day of daycare: \$35**
- **Half day of daycare (6 hours or less): \$20**

Daycare Packages (No expiration):

- **15 Day Package: \$446** (\$79 savings)
- **30 Day Package: \$840** (\$210 savings)
- **60 Day Package: \$1,500** (\$600 savings)
- **90 Day Package: \$2,070** (\$1,080 savings)

All Inclusive Boarding: \$48 per night.

Check in time: Between 6 AM – 7 PM.

Check out time: Between 6 AM – 11AM. Late check outs will be subject to a \$35 daycare fee.

Deposits for boarding stays may be required for holiday weekends.

Multi-dog household discounts (only valid when dogs are sharing a suite):

- **2nd dog: \$36 per night.**
- **3rd dog: \$24 per night.**

Pool Rentals: *Available 7 days a week between 12 PM-1PM and between 7PM-8PM. Rentals are set at a standard 30 minutes and include towels, attendant, and life jackets.*

- **Up to 2 dogs: \$35**
- **\$15 each additional dog (max of 5 at once)**



THE SPA @ GREEN VALLEY RATES

All rates are before tax

SPA BATH



SPA BATH + HAIRCUT

All bath services include oatmeal shampoo, nail trim/file, ear cleaning. Prices are approximate and are subject to change by groomer depending on coat length and condition.

UNDER 25LBS:
\$30

25-50LBS: \$40

50-80LBS: \$50

80+ LBS: \$60+

UNDER 10LBS: \$45

10-25LBS: \$50

25-50LBS: \$60

50-80LBS: \$70

80+ LBS: \$80+

ADD ONS:

- Flea & Tick Shampoo: \$10
- Furminator Treatment: \$15
- Teeth Brushing: \$10
- Face/Feet/Sani Trim- \$7
- Brush out: \$7 per 15 minutes
- Nail trim & grind: \$11



A TYPICAL DAY @ GVK9

6:00 AM- 7:00 AM: POTTY WALKS

7:00 AM- 8:00 AM: BREAKFAST TIME

8:30 AM- 11:00 AM: ROTATING PLAY TIME

11:00 AM- 1:00 PM: LUNCHES & REST

1:00 PM- 5:00 PM: ROTATING PLAY TIME

5:00 PM-7:00 PM: DINNER & REST

7:00 PM- 9:00 PM: LAST POTTY WALKS & BED TIME TREATS!



FREQUENTLY ASKED QUESTIONS

How old does my dog have to be to play? Your dog is welcome to come and play once they have received all the vaccines we require (rabies, distemper, and kennel cough/Bordetella). Please inquire with your vet for approximate age.

Do they need to be spayed/neutered? No! We do not require a dog to be altered to come play. If you would like your dog to stay in a social group, they can do so until the age of 8 months. After that it is up to managements discretion regarding their behavior. There is no age limit for dogs to come and enjoy our amenities solo!

My dog isn't social, can he/she still come play? Absolutely! We cater to many dogs who prefer to play with just a staff member. They have the same opportunities for play time and can choose from running/playing fetch in our yard, playing in the pool, or just getting some cuddles.

Why was my dog pulled from his/her play group? Dogs can get pulled from group for many reasons! Socialization is never guaranteed but we always do our best to find your pup a pal, if possible. Some reasons a dog may be pulled from group include but are not limited to mounting, over excitement, being too nervous/anxious, health concerns, or any signs that could lead to aggression. We are happy to answer any questions that may relate to your dog's play group!

Can my dog swim while he/she is there? Yes! While we cannot guarantee that every dog will enjoy the pool, we do our best to make sure every dog gets a chance to interact with our pool. If your dog has proven to be disinterested in the pool on multiple occasions, he will not be on roster to go in. We will never push/throw/force a dog to enter the water but we can do our best to entice with toys and play.

Will my dog get kennel cough? Every dog that comes to our facility is required to have a current Bordetella vaccine each year. This is to help protect them from getting kennel cough, however it is important to note that there are over 100 strains of the Bordetella virus and the vaccine may not cover certain strains. At Green Valley K9 we do everything we can to protect your pup. We have equipped our facility with a state-of-the-art air handling system with UV sterilization and ionization to eliminate airborne pathogens, as well as a full contact disinfecting cleaning system.

How do I see my dog? While we do not have a live-feed webcam where you can check in on your dog through out the day, we do post photos through the day to our Facebook! If you do not have a Facebook or way to view the photos please let a front desk worker know and we can Email your photos of your pup!



NEW CLIENT INFO SHEET

Owner Name(s): _____ Phone Number: _____

Address: _____

Email Address: _____

Emergency Contact Name: _____ Phone Number: _____

Dog Name: _____ Breed: _____

Birthday (Month/Year): _____ Weight: _____

Spayed / Neutered / Intact (circle one)

Medical Conditions/Allergies: _____

Is your dog on any daily medications? Yes/No

If yes, what ones? _____

Has your dog been to daycare? If so, where? _____

Has your dog ever bit another dog? _____

Has your dog ever bit a person? _____



WAIVER

This agreement is entered by and between Green Valley K9 and dog owner.

1. I (Owner/Guardian) certify that I am the owner of this pet and I grant permission to this facility and its staff to obtain on my behalf and in my pets' best interest the veterinary care necessary to treat illness or injury. I agree to pay all veterinary and other necessary services incurred by and for my pet during its stay in this facility. This facility agrees to exercise due and reasonable care to prevent injury or illness to my pet. However, in the event of illness or injury, the facility and its owners and staff shall not be held liable for such injury or illness. I agree to pay all charges the day I pick up my pet and I understand that my pet may not leave the premises until all charges are paid in full. I understand that any animal left for ten days beyond the estimated date of pick up, with no communications from owner or authorized individual, will be considered abandoned.
2. PHOTO AND VIDEO RELEASE: We love to post pictures and videos on our social media and our Website. Owner agrees to allow Green Valley K9 to use pet's name and any images or likeness of Owner's pet taken while he/she is at Green Valley K9, in any form, for use at any time, in any media, marketing, advertising, illustration, trade or promotional materials without compensation, and Owner releases to Green Valley K9 all rights that Owner may possess or claim to such image, likeness, recording, etc.
3. DOG'S HEALTH: Owner further understands and agrees that Owner's dog(s) are healthy and will, at all times while attending Green Valley K9, have current vaccinations for rabies, distemper and Bordetella. Owner is not enrolling any dog that has any condition that could potentially jeopardize the health of other dogs or people. Owner further understands that even if Owner(s) dog is vaccinated for Bordetella (Canine Cough) there is a chance that the Owner's dog can still contract Canine Cough. Owner agrees that Owner will not hold Green Valley K9 responsible if Owner's dog(s) contracts Canine Cough or other dog-to-dog transmitted ailments.
4. PRE-EXISTING CONDITIONS: Owner has disclosed all pre-existing medical conditions. In the event that your pet's pre-existing condition is aggravated by its stay at GVK9 and requires professional medical attention GVK9 will make every attempt to notify both an owner and emergency contact on file before transporting the pet to Suburban Animal Hospital or Veterinary Specialists and Emergency Services.
5. FLEA/TICK FREE: All dogs must be flea/tick free. Should a dog be observed to have fleas or ticks, a flea/tick bath treatment will be applied and charged to the owner at a rate of up to \$80.00 depending on severity and size of dog.
6. PERSONAL PROPERTY: Owner understands that Owner is solely responsible for any harm, including to any other pet(s), to the employees or invitees of Green Valley K9, or to the equipment, facilities, or other property of Green Valley K9, caused by Owners dog(s). Owner also agrees that Green Valley K9 shall not be responsible or liable for any lost or damaged personal property belonging either to Owner or Owner's pet.
7. FOOD/MEDS: when boarding overnight, Owner agrees that it is the Owner's responsibility to leave adequate supply of food and medications for Owner's dog(s) during the entire time Owner's dog is cared for by Green Valley K9. Should the food supply need replacement, Owner authorizes Green Valley K9 to feed our house food (Purina Pro Plan). Should we need to purchase

replacement due to allergies or diet restrictions, Owner will reimburse Green Valley K9 for the actual food costs plus up to \$10 per day.

8. RIGHT OF REFUSAL: Green Valley K9 reserves the right to refuse admittance to any dog or dismiss any dog that does not meet or maintain the health, temperament or other daycare/boarding standards. The determination shall be made at the sole discretion of Green Valley K9.

9. FULL FORCE AND EFFECT: Owner further understands and expressly agrees that each and every of the foregoing provisions contained in paragraphs 1-8 shall be in force and effect and shall apply to each and every occasion on which Owner's dog(s) stays with Green Valley K9 for daycare, boarding, grooming, training or other services, as the case may be. This Agreement shall remain in full force and effect as between the parties until and unless otherwise cancelled or superseded by a writing signed by the parties.

Owner/Guardian Signature: _____

Print Name: _____ DATE: _____