



Riverbend Dog Care

226 Shortleaf Lane, Harvest AL 35749 301-915-6658

We're so glad you have chosen to board your dog at Riverbend. Everything will be done to ensure that your dog is happy and healthy while here.

Be sure that your dog is in good health before bringing him or her here. Any diarrhea or other symptoms mean that you will need to cancel your stay.

To ensure that every dog has the best possible stay, **you must provide assurance that your dog is on monthly flea and tick preventative**, such as Frontline, Bravecto, Trifexis, Sentinel, Simparica, K-9, or Nexgard, and is on a monthly heartworm preventative such as Heartgard. **Flea collars are not acceptable.** A photocopy of your most recent prescription or an invoice from a vet, a pharmacy, www.chewy.com, www.FosterSmith.com, or other online provider will suffice.

If you use a medication that is applied to your dog's skin, please apply at least 3 days prior to arrival. This ensures that another dog won't lick the medicine, which could burn or harm a dog's tongue or lips. Such medications will not be applied to the dog while here in our care.

In addition, you must bring a copy of your dog's vaccination records or your vet can email a pdf of your dog's most recent vaccination records to **riverbenddogcare@gmail.com** prior to your dog's stay.

Required vaccinations:

- Rabies if seven months or older
- Distemper and Parvo (DHLPP, DLPP, or something similar that includes "D" and "P")
- Bordetella (also known as "kennel cough" or "canine cough")

We have an expectation that dogs that stay with us have been spayed or neutered. This helps ensure that all dogs get along and don't react to each other. Proof of this surgery should be included in the vet records that you provide.

Any behavior such as aggression towards humans or other dogs, snapping or biting, will prevent your dog from staying here. If your dog is food aggressive, please let us know so that separate feeding can be assured.

Identification: Please make sure that your dog has a secure, legible ID tag on his or her collar. Every effort is made to ensure the safety of your dog, and this includes making sure that the correct food is given and any medications that are administered during your dog's stay get to the right dog. Having your dog's name on the collar is essential. Be sure it is legible.

Please be sure to **label your dog's food and food bowl**, and ensure that the food is in a reclosable container (not just a bag). Include feeding instructions.

Toys: You can bring toys. Please understand that toys can get chewed up, buried in the backyard, and sometimes just go missing. We make every effort to keep things in good condition, but we can't guarantee that you'll get the toys back in the same state you brought them.

Payment is due at drop off. There are several payment options (per night*):

- cash (\$50)
- card (\$58)
- Zelle (\$55)
- Rover (\$55/\$65 holiday)
- There is a \$3.00/hour charge for each hour past the 24-hr window. It is the same fee for all payment choices.

There is a fee for administering medications. It ranges from \$5/day to \$10/day depending upon the number of medications and the mode of administration.

*Payment fees are for 24-hour stays.

Examples:

- Dog arrives at 9:00 am Saturday. He is picked up at 5:00 pm on Sunday, eight hours past the 24-hour window. 8 hours x \$3.00 would be \$24.00. Price would be the one-night fee plus \$24.00.
- Dog arrives at noon on Friday. He is picked up at 8:30 pm on Monday, 8.5 hours past the 24-hour window. The fee would be 3 nights, plus 8.5 x \$3.00 (\$25.50), plus \$15 late pick-up fee.

| Drop-off and Pick-up Times | | |
|----------------------------|-------------------|---------------------|
| | Regular Hours | \$15 Additional Fee |
| Monday - Saturday | 8:00 am - 7:30 pm | 7:30 pm - 8:30 pm |
| Sundays | 1:30 pm - 7:30 pm | 7:30 pm - 8:30 pm |

Checklist:

- ☐ Complete a meet-and-greet
- ☐ Email shot records, flea/tick med proof
- ☐ Figure out payment
- ☐ Bring dog's food in a bin, food bowl
- ☐ Bring payment

Reservations are made after a meet-and-greet. This is a boutique dog care. If you make a reservation and need to cancel, please be considerate and cancel with 48 hours notice or more. We do not charge a cancellation fee, as we know that things happen. However, be aware that we may have turned away other customers because of your reservation. When you cancel with less than 48 hours notice, there is an impact.

Please respect the hours of operation for drop-offs and pick-ups. Keep us updated via texts to let us know when you're arriving. If pick-up time changes and it results in a change to the fee, you will owe that money at time of pickup. If you are owed money, it will be returned to you at time of pickup in the same way that you paid.

Feel free to text or call at any time during your dog's stay if you want an update. If you will be out of the country, please consider using WhatsApp for free international calling and texting.

We look forward to caring for your dog,

Sincerely,

Stephanie Wright

