

Lake Forest Kennel Club Policies and Program

Agreement

The Lake Forest Kennel Club is here to provide a safe, and fun environment for your pet(s) during their time at the Club. To ensure the safety and health of your pet(s) and our other guests, we require all pet owners and guests to comply with the following rules and regulations:

- **AGE:** All dogs/cats must be at least 14 weeks of age or older. We will NOT be able to take any dog(s) or cat(s) younger than 14 weeks. We HIGHLY recommend that any pet over the age of 10 years receive a physical assessment by their primary veterinarian prior to boarding, daycare, or grooming services to ensure that the pet is healthy enough to receive said service. Taking a senior pet out of their normal routine and placing them in an unfamiliar situation can be stressful and may negatively impact their health.
- **APPLICATION:** All pets must have a completed, up-to-date, and signed application on file in order to receive services at the Lake Forest Kennel Club.
- **SPAYED OR NEUTERED:** We prefer that all dogs 6 months or older be spayed or neutered. If your pet is not altered and intact this fact MUST be disclosed to the kennel staff. Intact males or females will NOT be placed with other intact males or females. If an intact FEMALE should begin a heat cycle during their time at the kennel they will be removed for any/all group activities for the safety and health of all pets. An intact female that begins their heat cycle prior to services will result in any and all services being rescheduled or cancelled.
- **VACCINATIONS:** All dogs must have up-to-date vaccinations. Owners must submit proof of veterinary records for Rabies, DHLPP, and Bordetella vaccinations. All the previously listed vaccines are required for puppies over 4 months of age. All cats must have up-to-date vaccinations. Owners must submit proof of veterinary records for Rabies and FVRCP (feline distemper). We do not require the Fe Leuk vaccine however we highly recommend that your cat receive the Fe Leuk vaccine if they require boarding. If owners are unable to provide up-to-date vaccine records, or a written and signed note from your pet's primary veterinary stating why pet cannot receive the above required vaccinations, **we will not accept the pet(s) for boarding, daycare, or grooming.**
- **HEALTH:** All pets must be in good health. Owners will certify their pet(s) are in good health and have not been ill with a communicable condition in the last 90 days. Upon admission, all dogs must be free from any condition which could potentially jeopardize other guests (vomiting, diarrhea, coughing, sneezing, conjunctivitis, kennel cough, etc.). Dogs that have been ill with a communicable condition in the last 90 days will require veterinarian certification of health to be admitted or readmitted. We HIGHLY recommend that any pet over the age of 10 years receive a physical assessment by their primary veterinarian prior to boarding, daycare, or grooming. Taking a senior pet out of their normal routine and placing them in an unfamiliar situation can be stressful and may negatively impact their health. If a pet is deemed "unwell" we require the owner pick the pet(s) up to be seen at their primary veterinarian's office for an assessment. If owners are unable to take pet(s) to the vet, the Lake Forest Kennel Club will transport the pet(s) at minimum charge of \$50.00. If a pet is found to have a highly contagious condition, such as kennel cough the pet(s) will no longer be permitted to stay at the facility and the owner or owner approved contact MUST pick up the pet(s).

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- **OUTDOOR ENVIRONMENT:** The Lake Forest Kennel Club sits on 3 partially wooded acres with 6 large fenced in yards. Canine owners please remember that your dog will be spending time outdoors in close proximity to wildlife habitats and wildlife such as birds, squirrels, frogs, ducks, geese, rabbits, turtles, wasps, bees, snakes etc. For this reason, we highly recommend that all allergies, bee, pollen etc. are disclosed to the staff. We also recommend that all pets are protected against fleas/ticks by using a monthly treatment or preventative. The safety and health of all guests is our main concern.
- **AGGRESSIVE BEHAVIOR:** All pets must be non-aggressive with people, able to be leashed/walked by staff and not food or toy protective. Owners will certify their pets have not harmed or shown any aggressive or threatening behavior towards any person. Canine owners please remember that your dog will be spending time with or in close proximity to other dogs and the safety and health of all guests is our main concern. If a pet(s) should show any aggressive behavior toward another pet or staff member the Lake Forest Kennel Club reserves the right to use their discretion as to whether or not the pet's (pets') behavior can be managed. Aggressive behavior includes but is not limited to; scratching, biting, charging at or towards another pet/staff member, resource guarding with toys, food, or people, redirecting negative behavior onto another pet or staff member, etc.- These behaviors will NOT be tolerated. Safety is our top priority and is taken very seriously.
- **ANXIOUS/DESTRUCTIVE BEHAVIOR:** All pets can display anxious behaviors at times. However, if your pet(s) anxious behavior leads to destructive behavior that can harm others or themselves we would highly recommend an in-home pet sitter. Owners will certify their pets have not harmed themselves or any person or any other pet(s) due to anxious or destructive behavior. Canine owners please remember that your dog will be spending time in a potentially noisy/excitable environment with unfamiliar dogs as well as people (kennel attendants). The safety and health of all guests is our main concern. If a pet(s) should show any anxious or destructive behaviors at the club the pet will no longer be permitted to attend or receive any services provided by the Lake Forest Kennel Club and will be asked to leave. Anxious/Destructive behavior includes but are not limited to; scratching/chewing/digging/biting on doorknobs, chain-link, or trim on walls. An anxious pet(s) may also spin or pace excessively, charge out of an enclosure, not listen to recall, run away from staff, redirecting negative behavior onto another pet or staff members, etc.- These behaviors will NOT be tolerated. The pet owner is solely responsible for any and all harm and/or damage caused by their pet(s) to persons, property, and other animals while attending Lake Forest Kennel Club. The pet owner shall be solely responsible for the cost of repairs to the premises, the cost of veterinary care for their pet or other animals, and for medical care of individuals, where the harm and/or damage is caused in whole or in part by their pet(s).

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- **DIETS:** If your pet(s) require breakfast, lunch, dinner, or any snacks while at the club we request that owners provide their own food along with clear instructions on their pet(s) dietary needs. We also ask that owners provide cup or scoop measurements for accuracy and to AVOID using measurement terms such as “handful”, “pinch”, “bunch”, etc. as this tends to lead to inaccuracy. We are more than happy to provide Kennel Club guests with “kennel food.” At the Kennel Club we serve our canine guests Kirkland Lamb & Veggie flavored kibble. We also provide various Kirkland brand wet food flavors. For our feline guests we serve Kirkland brand chicken kibble and a variety of Fancy Feast flavors for wet food. If you would like us to feed your pet “kennel food” a small fee may apply, and clear instructions will be required. If your pet should run out of food while boarding, we can pick up the specific brand/type of food and charge the purchase cost to your account.

- **DAYS AND HOURS:**

The Lake Forest Kennel Club is open to the public Monday through Friday 7:00 a.m. to 6:00 p.m. and Saturday from 8:00 a.m. to 5:00 p.m. Sundays are reserved for prearranged/prepaid pickups only as our front office and grooming salon are closed.

Daycare Hours, Closures and Reservations: Daycare is open 7:00am-6:00pm Monday through Friday and 8:00am-5:00pm on Saturdays. A half day of Daycare is considered anything less than 5 hours. Dogs picked up after 5 hours will be considered a full day and charged the full day rate. If you want your dog to stay overnight, a boarding reservation is required. Daycare staff goes off duty at 6:00 p.m. and there is a \$5.00 charge for every 5-minutes that a dog is picked up after 6:00 p.m. If your dog is not picked up by 6:15 p.m., at the sole election of Lake Forest Kennel Club, the dog may be boarded and there will be a boarding charge in addition to the charge for daycare. Daycare packages are non-transferable, non-refundable and will expire after 1 year of inactivity. Due to an extremely high demand for daycare services, **we require a reservation** be made **in advance, especially around the dates listed for daycare closure** for your pet's day of play. We cannot guarantee availability for daycare without a reservation. We recommend calling to reserve daycare dates as soon as possible to ensure that we are able to accommodate your needs.

Boarding Hours:

➤ **Boarding Drop Off**

Starts at 12:00 p.m. and ends at 4:00 p.m. Monday-Saturday. If a pet is dropped off BEFORE 12:00 p.m. or AFTER 4:00 p.m. there will be an additional fee of \$28 per dog or \$10 per cat charged to your account. If a pet(s) is dropped off at 4:00 p.m. we require the pet(s) to have already been fed dinner as well as received any p.m. medications. We DO NOT allow Sunday drop offs as our front office is closed.

➤ **Boarding Pick Up**

Starts at 7:00 a.m. and ends at 12:00 p.m. Monday-Saturday. Sunday pickup hours are from 10:00 a.m. to 12:00 p.m. or 2:00 p.m. to 4:00 p.m. If a pet(s) is picked up AFTER 12:00 p.m. a fee of \$28 per dog or \$10 per cat will be charged to your account. Pets scheduled for Sunday pickups must have their stay fully paid for at time of drop off.

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Salon Hours: Our grooming salon is open 8:00am-3:00pm Monday through Friday and 8:00am-3:00pm on Saturdays. If you want your dog(s) to receive any grooming services a reservation is required.

- **Grooming Appointment Drop Off**
Each appointment is given a scheduled time for drop off. At the time of drop off your pet(s) groomer will meet with you to discuss the scheduled service details. The groomer will also provide the pet(s) with a general coat assessment in the lobby.

- **Grooming Appointment Pick Up**
When your pet(s) appointment is finished our staff will call you with a pickup time and additional details regarding your pet's (pets') appointment experience.

- **Cancellations/No Shows/Late Policies and Fees:** We require notification of cancellation 24 hours prior to your scheduled appointment to avoid cancellation fees. Last minute cancellations and no-shows are subject to a 50% charge per pet scheduled. Lake Forest Kennel Club reserves the right to refuse service to any appointment arrival later than 15 minutes past the scheduled appointment time. If any pet(s) is/are left in our care longer than 2 hours after we have called for pick up there will be an additional charge of \$28 to their total.

1. I hereby certify that my pet(s) is/are in good health and has/have not been ill with any communicable condition in the **last 90 days**. I further certify that my pet(s) has/have not harmed or shown aggressive or threatening behavior towards any person or any other animal.

2. I understand that I am solely responsible for any harm caused by my pet(s) while my pet(s) is/are attending Lake Forest Kennel Club Boarding/Daycare/Grooming Services including but not limited to physical or property damage, medical bills, and or legal bills.

3. I understand and agree that in admitting my pet(s) for services, Lake Forest Kennel Club's staff have relied on my representation that my pet(s) is/are in good health and has/have not harmed or shown aggressive or threatening behavior towards any person.

4. I understand and agree that by admitting my pet(s) to for services there are certain risks inherent with a caged and cage free environment that include, but are not limited to, injury and illness from interaction with other animals and that Lake Forest Kennel Club, their staff and contracted workers will not be liable for any injuries or harm caused to or by my pet(s) and that I assume full financial and legal responsibility for any injuries or illnesses that my pet(s) sustains provided reasonable care and precautions have been followed.

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5. I understand and agree that Lake Forest Kennel Club, their staff will not be liable for any injuries or damages to my pet(s) arising out of or from the daycare and or boarding/grooming of my pet(s), provided reasonable care and precautions are followed, and I hereby release them of all liability of any kind whatsoever arising from my dog(s) attendance and participation in the Lake Forest Kennel Club Daycare Program.
6. I agree to indemnify, defend, and hold harmless Lake Forest Kennel Club from any injury or harm of any kind whatsoever to third parties.
7. I understand and agree that dogs can sometimes receive minor cuts and scratches at daycare and any problems that develop with my pet(s) will be treated as deemed best by Lake Forest Kennel Club, at their sole discretion, and that I assume full financial responsibility for any and all expenses involved.
8. I understand and agree that if my dog(s) are not picked up from daycare by 6:00 pm, at the sole election of Lake Forest Kennel Club, the dog(s) may be boarded, and I will pay both the daycare and overnight boarding fees upon pick up of my dog(s). An additional late fee charge may also be assessed at the sole discretion of Lake Forest Kennel Club.
9. I understand and agree that Lake Forest Kennel Club reserves the right to change prices, fees, hours of operation and the policies and procedures without prior notice.

My signature certifies that I have read the above terms/conditions and agree to adhere to and abide by the policies of The Lake Forest Kennel Club.

Print Owner's Name

Print Dog (s) Name

Owner's Signature

Today's Date