



HOUSE OF DOG POLICIES

At House of Dog, the health, safety, comfort, and well-being of every dog in our care is our highest priority. To help us provide a safe and enjoyable environment for all of our guests, the following policies apply:

Vaccination Requirements

Current vaccination records must be provided prior to or at check-in. House of Dog reserves the right to deny or postpone services if required vaccination documentation cannot be verified. All dogs must be current on the following vaccinations prior to entering our facility:

- Rabies
- Bordetella
- Distemper/Combination Vaccine (DHPP/DAPP or equivalent)

Health Requirements

Dogs must arrive in **good general health and be physically and behaviorally able to safely tolerate a kennel/boarding environment.**

Dogs showing signs of illness or a potentially contagious condition may not be admitted. This may include, but is not limited to:

- Vomiting or diarrhea
- Persistent coughing
- Nasal or eye discharge associated with illness
- Fever
- Suspected kennel cough or other respiratory illness
- Contagious skin conditions
- Parasites or significant flea/tick infestation
- Other symptoms that could place the dog or other guests at risk

If a dog becomes ill during a stay, House of Dog will make reasonable efforts to contact the owner or emergency contact and may recommend or obtain veterinary care when necessary for the dog's health or safety. Veterinary expenses and related transportation costs are the responsibility of the owner. House of Dog reserves the right to refuse, discontinue, or modify services when we believe a dog's health, physical condition, behavior, or other circumstances are unsafe or inappropriate for the dog, our staff, or other guests.

Medications

Medications must be provided in their **original labeled container** with clear written administration instructions. A medication administration fee applies when House of Dog staff is required to administer medications during a dog's stay. Owners are responsible for providing accurate medication instructions and enough medication for the entire stay. Dogs requiring medical care beyond what can reasonably and safely be provided in a daycare or boarding environment may require alternative arrangements.

Food

Owners are welcome to bring their dog's regular food from home **at no additional charge.** Food should be clearly labeled and provided in sufficient quantity for the dog's stay. Individual pre-portioned meals are appreciated whenever possible. House of Dog food is available for dogs whose owners choose not to provide food or when additional food is required during a stay. **An additional house-food fee applies.** House of Dog is not responsible for gastrointestinal upset that may occur as a result of a change in diet.

Allergies & Sensitivities

Owners must disclose all known food, medication, grooming product, environmental, or other allergies and sensitivities **before services are provided.** Owners are responsible for supplying any required special food, treats, products, medications, or written care instructions needed to help prevent an allergic reaction. House of Dog will make reasonable efforts to follow all disclosed allergy-related instructions; however, exposure to unknown or unavoidable allergens may still occur.

Boarding Pick-Up Time

Boarding pick-up is expected **by 12:00 Noon on the scheduled departure date**. A **\$20 late pick-up fee** applies to boarding guests picked up after 12:00 Noon, provided pickup occurs during our available business hours. Additional arrangements and/or fees may apply when a dog is not picked up within the agreed timeframe or before closing.

Boarding Deposit / Cancellations

A **20% deposit** is required to secure all boarding reservations. Because space is limited and accommodations are reserved specifically for each guest, cancellations should be made as early as possible. If a reservation is cancelled with **less than 48 hours' notice, the 20% deposit will be forfeited**. Holiday periods, peak travel dates, special events, or extended stays may be subject to additional deposit or cancellation requirements communicated at the time of booking.

Credit Card Payments

Payments made by credit card are subject to a **3% credit card processing surcharge**. Clients may ask about other available payment methods if they prefer to avoid the credit card surcharge.

Check-In Information

Owners are responsible for providing House of Dog with complete and accurate information regarding their dog's:

- Health and medical history
- Medications
- Allergies
- Feeding requirements
- Behavioral concerns
- Bite or aggression history
- Anxiety or sensitivity
- Special care needs
- Emergency contact information
- Veterinarian information

Behavior & Safety

Every dog responds differently to a daycare/boarding environment. House of Dog reserves the right to adjust activities, handling, accommodations, enrichment, or routines when necessary for the safety and well-being of the dog. Dogs displaying severe aggression, uncontrollable behavior, significant distress, or behavior that creates a safety concern for themselves, staff, or other animals may be restricted from certain activities or may not be eligible for continued boarding.

House of Dog reserves the right to refuse services at its discretion when reasonably necessary to protect the health or safety of animals, staff, clients, or the facility.

Personal Belongings, Food, & Treats

Owners are encouraged to bring their dog's regular food and treats to help maintain consistency during their stay. **Bones are not permitted due to the risk of choking, obstruction, broken teeth, or other injury**. Owners are **discouraged** from bringing unnecessary personal belongings such as bowls, bedding, blankets, and toys, as House of Dog cannot guarantee against loss, damage, chewing, soiling, or destruction. For safety reasons, House of Dog may remove any item that staff believes presents a choking, ingestion, entanglement, or other safety risk.

Waiver & Boarding Agreement

All clients are required to complete and sign House of Dog's **Agreement, Release and Waiver** before services are provided.

Owner Responsibility

Owners are responsible for providing complete and accurate information regarding their dog's health, vaccinations, behavior, care needs, medications, and emergency contacts, and for keeping that information current. Owners are also responsible for supplying any required food or medications, following House of Dog policies and scheduled pick-up times, and paying all applicable service fees and authorized charges.

Thank you for your understanding, cooperation, and compliance with these policies, which help us provide a safe, comfortable, and positive experience for every dog in our care.