

# Hound Housing Doggie Daycare Kernersville LLC Policies and Procedures



**In allowing my pet(s) to participate in daycare activities and/or overnight boarding, I agree to the following:**

Application & Waiver: All pets must have a complete, signed up-to-date registration form, Policies and Procedures, Waiver of Liability, and vaccination history on file.

Dog Daycare Hours: Daycare is available Monday through Friday. Drop off and pick up times are from 7am-11am and 3pm-6:00pm. If you do not pick up prior to 6pm, your dog will be boarded for the night at Hound Housing. You agree to be responsible for all charges associated with boarding.

Boarding Drop Off / Pick-up: Boarding Drop off and pick up times are from 7am-11am and 3pm-6pm. Pets picked up before 11am on day of departure will not be charged for that day. If pets are not picked up before 11am the regular daytime fee of \$31 per dog and \$25 per cat will be added to your bill.

Payments: Daycare participation is either pay by day or package based. Daycare packages and boarding fees may be paid with check, or cash. All fees must be paid in full at pickup.

Dog Evaluation: All daycare and boarding dogs must complete a behavior and physical evaluation. Evaluations are free and are by appointment only. During this evaluation, we determine if Hound Housing is the right fit for your dog.

Reservations/deposits: All though we do accept walk in's for daycare, reservations for boarding are required. You must call and reserve a suite for your pet(s) prior to their stay to ensure we have space. If your pet is staying 3 nights or more during holiday's (4<sup>th</sup> of July, Thanksgiving, Christmas, New Years) we may require a deposit of 50% to hold your suite.

Boarding Cancellations: Boarding reservations may be cancelled at any time; however deposits for major holidays are refundable ONLY if you cancel your reservation 3 or more days in advance of the start of your scheduled stay, unless we're able to re-book the reservation.

Leash/Carriers: All dogs must be on leash and all cats be in a carrier when arriving or leaving the property.

Bedding: You may bring bedding for your pet if you are confident that it will not pose a choking hazard for your them. Remember, your pet may act differently when away from home and may chew their bedding while away.

Toys: Feel free to bring two or three toys if you think it will make your pet more comfortable. We do not allow rawhides due to choking hazards.

Health: I certify that the representation of my pets health is accurate on the intake form. I also certify that my pet is free of fleas and ticks, and from any condition(s) that could potentially affect the health of other pets. Pets who have been ill with any communicable disease in the last 30 days require a veterinarian's release to be admitted back into any of our programs.

Food: We recommend that you bring your pet's own food when boarding in order to keep their diet the same. Continuing their own food helps them avoid digestion issues that can result from switching food. If you do bring your pet's food, please be sure to bring it in a resealable container such as ziplock bags or plastic containers with lids. Do not bring non-resealable bags of food. We recommend bringing

some extra food just in case your travel plans change. You may also want to consider increasing the amount of food that your pet typically eats due to the increased activity level. If you do not bring your pet's own food, we provide a dry "house" food that your pet can eat at no extra charge. Our house food is Pedigree Chicken and Rice. If your pet runs out of food, we will feed them our house food unless other arrangements are made.

Medication: When boarding your pet, we are happy to give oral or topical medication as needed, but require the following: all medications must be in their original container and must include your pet's name, the name and strength of the medication, and directions including dosage, number of times per day, how it is to be given, condition being treated, and areas to be treated. .

Personal Property: I acknowledge that Hound Housing will not be responsible or held liable for any lost, stolen, or damaged personal property belonging either to me or my pet. If my pet causes any damage to the Hound Housing facility or equipment, I understand that I may be held responsible for the cost of repair or replacement.

Dog Behavior: All dogs in daycare must be non-aggressive and not protective of toys, food or other objects, or people. I certify that my dog(s) has not harmed or shown any aggressive or threatening behavior towards any person or any other dogs or animals. Hound Housing reserves the right to refuse or cancel service if your dog displays aggressive behavior or has any history of aggressive behavior.

Dog Daycare Risks: I understand that while at Hound Housing, dogs will experience supervised off leash socialization and play with other dogs, and exercise, including but not limited to using various pieces of playroom equipment. I acknowledge that dogs can be unpredictable in behavior while interacting and playing together. While their activities are closely monitored, anytime dogs play together, there is the possibility of injury from rough play or confrontational behavior. This includes, but is not limited to, scrapes, cuts, and bites. There is also an increased risk of transmission of infections, coughs, colds, and parasites when dogs play together. I acknowledge and accept the inherent risks and assume all liability for any risk.

Medical: If my pet becomes ill or is deemed to be in need of immediate medical attention, I understand Hound Housing has the right to administer aid and/or to use any available veterinarian. I acknowledge I will be contacted before seeking medical attention if possible. I also agree to pay all expenses incurred for medical treatment.

Dog Daycare Safety Issues: In order to maintain a safe play environment for the dogs, any dog that misbehaves will be given a time-out from the daycare area. We have a zero tolerance policy and as such, any dog that instigates a fight will no longer be welcome to participate in group play at Hound Housing.

Additional Persons Authorized to Drop Off/Pick-Up: If you want anyone other than yourself to pick up your pet, you must specify that person on the Registration Form.

Age and Spay/Neuter Requirements: Puppies must be at least 16 weeks old to participate in our daycare and boarding programs and must have all of their puppy inoculations. We highly encourage dogs to be spayed/neutered to attend group play however, if your dog is not spayed or neutered and we feel they are not suitable for group play we may decline service. Kittens must be at least 16 weeks and fully vaccinated to board with Hound Housing.

Flea / Heartworm Control: Pets must be on some type of flea and heartworm control.

Vaccines: Dogs: Proof of Rabies, DHLPP and Bordetella (every 6 months) vaccinations are required and must remain current. Cats: Proof of rabies, FVRCP (Feline distemper), and FeLV (feline leukemia).

Changes: Hound Housing reserves the right to change policies, procedures, and services, and adjust rates without notice. While we will attempt to notify you of these changes, it is ultimately your responsibility to be aware of current policies and rates.

Guarantee: We strive to be the best we can be, for you and your pet. If you are ever dissatisfied with any service, please let us know. We will gladly work with you to ensure you are getting the service you deserve.

Abandonment: I understand that if I do not pick up my pet at all, Hound Housing, will proceed according to the guidelines provided by NC Statute 705.19 Abandonment of Animals by Owner; procedure for handling. I also acknowledge that I will be fully responsible for all attorneys' fees and associated costs if I abandon my pet.

Photos and Videos: I give my permission for Hound Housing to take photographs, and/or videos, and to use the images or videos of my pet in printed matter, internet sites, or other promotional or advertising capacities. Photographs and videos are the property of Hound Housing.

Right to refuse service: Hound Housing reserves the right to refuse or suspend service to anyone for any reason.

Cut at dotted line-Customer gets top portion and signature page goes in their file.

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By signing below, you acknowledge receipt of and adherence to the above policies and procedures.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

