



RULES & POLICIES

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Boarding and Daycare - Rules & Policies

Spay/Neuter

All dogs over the age of 6 months must be spayed or neutered. Exceptions may be considered with a vet's recommendation; however, these dogs will not be eligible to participate in group play.

Age Restrictions

Dogs must be a minimum of 4 months old.

Temperament

We do NOT require your pet to pass a temperament test, however, human-reactive aggressive dogs will not be accepted.

Medication

We can administer most medications, though we do not administer injections.

What to Bring

It's strongly encouraged that dogs stay on the same diet while in our care, so we ask that you bring enough food to last the duration of their stay. No need to portion out feedings (though you may if you'd like) — our Hosts will follow your feeding instructions. You may also pack toys, treats and beds for your dogs but ask that you use discretion in doing so.

Vaccination Policy

All pets are required to be up to date on vaccinations for their age.

Dogs: Rabies, Bordetella, DHLPP

Grooming - Rules & Policies

Matting Policy

Severely matted coats require extra care and may cause discomfort during grooming, incurring additional fees. If matting is too severe, we may need to shave the coat for safety, with owner consent required before proceeding.

Temperament and Behavior

Aggressive or anxious dogs may be refused service for safety reasons. Additional fees may apply for extra handling, and muzzles may be used if necessary.

Flea and Tick Policy

Dogs with fleas or ticks will receive a flea bath at an additional cost. Severe infestations may require rescheduling, and flea/tick prevention is strongly recommended.

Health and Safety

Inform us of any medical conditions or special needs. Elderly or disabled pets may need special accommodations, and minor injuries during grooming may occur.

Cancellations and No-Shows

Cancellations within 24 hours will incur a fee. No-shows or late arrivals may result in the full fee being charged or rescheduling.

Appointment Times and Pickup

Drop-off and pickup times are scheduled in blocks. Late pickups may incur daycare fees, and grooming duration varies by size, coat, and temperament.

Pricing and Services

Prices are estimates and may vary based on coat condition, behavior, and time needed. Additional services are available at extra cost, and special care is provided for seniors and puppies.

Vaccination Requirements

All pets must be current on rabies, distemper, and bordetella vaccinations, with proof required. Medical exemptions require a vet's note.



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Behavior Evaluation Policies - Rules & Policies

Our temperament test is designed to assess your dog's behavior in a new environment, their reactions to staff, and their ability to interact safely with other dogs in group settings.

Age Policy

All dogs must be at least 4 months old. All dogs over 7 months must also be spayed/neutered.

Vaccine Policy

Owners must provide up-to-date vaccination records before testing.

Health Policy

Dogs must be in good health and free from contagious illnesses or parasites.

Service Agreement

Our facility service agreement must be signed prior to the evaluation date.

Re-Testing

If a dog does not pass, a re-test may be scheduled after additional training or behavior work.

Behavior Monitoring

Even after passing, all dogs are continuously monitored, and any behavior concerns may result in removal from group play.

Special Handling Dogs

Dogs who do not pass but are not aggressive may still be eligible for individual play or specialized care services.

Right to Refuse

The facility reserves the right to refuse group play participation for any dog deemed unsafe.

Packages - Rules & Policies

Credit Usage

Package credits are service specific and may not be redeemable for other services, products, or packages.

Expiration

Unused credits after expiration will be forfeited without refund.

Non-transferable

Credits purchased are non-transferable and must be used for pets registered under your account only.

Refund Policy

Purchased daycare packages are non-refundable. Exceptions may be considered only in extraordinary circumstances at our sole discretion.



RULES & POLICIES

The Dog Watchers General Service Agreement

This Agreement ("Agreement") is entered into between The Dog Watchers ("Provider") and the pet owner ("Owner") for the provision of pet care services. By signing this Agreement, Owner agrees to abide by the terms and conditions outlined herein.

1. Services Provided:

Provider agrees to provide the following contracted service(s) for Owner's pet(s) during their stay at The Dog Watchers:

Boarding: Accommodation for the pet(s) in designated areas of the facility.

Daycare: Group play for the pet(s) in designated areas of the facility.

Feeding: Provision of food and water as per Owner's instructions.

Exercise: Regular exercise and playtime sessions, as deemed appropriate by Provider.

Grooming: Basic grooming services such as brushing and bathing, if requested by Owner.

Medical Care: Prompt attention to any medical needs or emergencies, with consent from Owner.

2. Fees and Payment:

Owner agrees to pay the applicable fees for the services provided by Provider. Fees are due upon the commencement of services and are non-refundable. Additional charges may apply for extra services requested by Owner.

3. Pet Health and Vaccinations:

Owner certifies that their pet(s) are in good health and have up-to-date vaccinations as required by law. Provider reserves the right to refuse services to any pet(s) that exhibit signs of illness or do not meet vaccination requirements.

4. Liability and Release:

Owner acknowledges that while Provider will take reasonable care of their pet(s), unforeseen circumstances may arise. Owner agrees that Provider shall not be liable for any injury, illness, or loss of the pet(s) during their stay. Owner releases Provider from any claims or liabilities arising from the provision of services.

5. Emergency Contact:

Owner agrees to provide accurate emergency contact information, including a secondary contact person, in the event Provider is unable to reach Owner.

6. Agreement Termination:

This Agreement may be terminated by either party with written notice. Owner agrees to notify Provider of any changes to their pet's care requirements or contact information.

7. Governing Law:

This Agreement shall be governed by the laws of the state of West Virginia.

8. Entire Agreement:

This Agreement constitutes the entire understanding between Provider and Owner and supersedes all prior agreements or understandings, whether written or oral.

9. Agreement Acknowledgement:

By signing below, Owner acknowledges that they have read, understood, and agreed to all terms and conditions outlined in this Agreement.