

Canine Resort Boarding Rules, and Procedures

Dogs participating in boarding will also participate in daycare. However, pet parents may opt-out of having their pups participate in group play.

IMPORTANT HEALTH & SAFETY NOTICE

The health and safety of our dogs, customers, and staff are of the utmost importance. Therefore, the following rules and expectations must be followed:

- Aggressive breeds are not permitted.
- All dogs must use regular flea and tick preventives.
- If dogs participate in group play, dog parents must complete a temperament questionnaire.
- If dogs participate in group play, they must complete a successful temperament evaluation.
- If dogs participate in group play, they must be spayed or neutered.
- All dogs must have updated vaccinations. We require all dogs to be up-to-date on their rabies, distemper, and bordatella (kennel cough) vaccines. We also recommend the canine influenza vaccine, but it is not required. We recommend that all dogs use flea, tick, and parasite-control products, but do not administer on the day your dog attends daycare, as doing so could be unsafe for the staff and the other dogs.
- Your dog's vaccination records must be provided on or before the first day of boarding. Please provide us with updated records as the old ones expire.
- All kennels are sanitized daily using safe, pet friendly products. Please wash any bed or bedding used for boarding before and after your pup's visit.
- Dogs with contagious diseases or parasites are not permitted. If a dog shows signs of disease or parasites while in our care, we will isolate him/her from other dogs.
- In the event of injury, Canine Resort trained staff will administer first aid and immediately contact the dog parent. If the dog requires immediate medical attention, the dog parent will immediately be notified and the pup will be taken to the Animal Hospital at the pet parents' expense.
(Note: If the injury was caused by aggressiveness of another dog or negligence of our staff, the responsible dog parent or Canine Resort will be responsible for the hospital expense).

PROCEDURES

Dog parents can make reservations for boarding online or may contact us via phone. Boarding is available seven days a week, 24 hours a day, however, check-in and check-out are only available Monday through Friday between 6:00 a.m. – 6:00 p.m. and Saturday and Sunday between 8am – 3pm.

Client Drop Off: When you drop off your dog for boarding, you will be greeted by a staff member who will check the reservation and check-in your dog. The

dog will be escorted to the appropriate area and any beds, bedding, treats, food, or medication you provide will be properly stored. Please place your dog's name on any beds and bedding, and feeding instructions on any treats, food, or medication you provide.

Client Pick Up: When you pick up your dog from boarding, you will be greeted by a staff member who will communicate with the attendant for the dog to be escorted. The staff member will take any due payment and you will receive any containers, beds, and bedding you dropped off and a report of your dog's experience.

Closing Time/Emergency Boarding: Drop-off and pick-up is Monday through Friday between the hours of 6 a.m.-6 p.m. and Saturday through Sunday between 8 a.m. – 3 p.m. If your dog has not been picked up by closing time and you have not made prior arrangements, your dog will be enrolled in emergency boarding and will stay an additional night and you will be charged for the extra night.

Issues and Concerns

Canine Resort will strive to always provide a safe, clean, and customer friendly atmosphere. However, if you have any concerns or questions, you may contact the owner, Veronica Crawford via email at dogresort@canineresortmd.com.

BEHAVIOR REQUIREMENTS

- Dogs are expected to arrive and leave with a leash or harness. Dogs will be leashed or harnessed during transport for check-in and check-out.
- If your dog participates in daycare, they are separated based upon size and temperament. Dogs up to 50 pounds will be housed in the small/medium dog play area and dogs over 50 pounds will be housed in the large dog play area. Each group will utilize the outdoor play area on a rotating schedule, if weather permits.
- We do not allow aggressive play, excessive barking, or dominant behavior. Our staff uses positive reinforcement techniques to maintain a calm energy in the pack. We understand that many dogs may be over-excited on their first day, and we will work with your dog to teach him/her the rules.
- If your dog participates in daycare and demonstrates aggressive behavior, he/she will be isolated and will not return to the pack until a successful positive evaluation is completed.
- All Canine Resort staff will train dogs using the same commands.