



# REQUIREMENTS AND POLICIES FOR ALL SERVICES

## **WE DO NOT ACCEPT THE FOLLOWING DOGS:**

- \* Puppies under 4 months of age and those who have not received their entire series of all of our required vaccinations.
- \* Dogs found to have fleas at check-in. We may choose to bathe dogs with fleas at check-in if our schedule allows and depending on the severity of the case.
- \* Dogs found to have ticks will not be admitted. We do not offer "dipping" or de-ticking services.
- \* People aggressive dogs that we are unable to handle. We must be able to put a leash on and take it off safely.
- \* Dog aggressive dogs are not permitted in the day care group, and may not be permitted for boarding depending on the level of aggression. Day care trials are strongly recommended for this reason.
- \* Destructive dogs that may cause damage to the facility or to themselves.
- \* Excessive (non-stop) barking dogs that disrupt the other pet guests, especially at night time. We strive to maintain a stress free environment for all of our guests. See more information in the Excessive Barking section below.
- \* Females in heat.

## **MALE DOGS:**

- \* For non-neutered males, a day care trial is mandatory prior to any group play or boarding service.
- \* Issues that may disqualify ANY male dog from the day care group are: mounting other dogs, marking on beds or walls in the playroom and aggression towards other dogs or people.
- \* We are unable to board male dogs that continuously mark in their suite or private playroom.

## **VACCINATION AND PREVENTATIVE REQUIREMENTS:**

- \* **IT IS THE CUSTOMER'S RESPONSIBILITY TO ASSURE THEIR DOG'S VACCINATIONS ARE CURRENT AND PROVIDE PROOF OF CURRENT VACCINATIONS PRIOR TO BOOKING ANY RESERVATION.**
- \* **IT IS NOT THE RESPONSIBILITY OF THE GREEN K9 TO REMIND CUSTOMERS OF THEIR VACCINATION DUE DATES OR TO TRACK DOWN OR OBTAIN VACCINATION RECORDS.**
- \* **AT THE TIME A RESERVATION IS MADE WE WILL ADVISE YOU IF OUR RECORDS SHOW ANY EXPIRED VACCINATIONS.**

**All guests must be current on a flea preventative and a heartworm/hookworm preventative.**

Vaccinations must be current prior to admission for any service. To ensure effectiveness, vaccinations should be updated 2 weeks prior to your reservation. The Bordatella intranasal booster is effective quicker than the injection. Please let your veterinarian know when you plan to board your dog.

<b>Bordatella (Canine Cough)</b>	<b>Yearly</b>
<b>DHPP (Distemper, Parvo and Parainfluenza)</b>	<b>1 or 3 year vaccine</b>
<b>Rabies</b>	<b>1 or 3 year vaccine</b>
<b>Negative fecal test or deworming by a veterinarian</b>	<b>Yearly</b>

\* WE ACCEPT TITER TESTS.

\* A Canine Influenza vaccine is not required at this time. Although the Influenza vaccine does not reduce the incidence of Canine Flu, it reduces the severity of lung lesions and duration of coughing and viral shedding. Please discuss the benefits and risks with your veterinarian.

\* Dogs who frequent dog parks, groom shops, vet hospitals, community dog events, kennels and daycare facilities are at a higher risk of contracting airborne illnesses and parasites. For these dogs the Bordatella vaccine is recommended every 6 months as opposed to yearly.

\* If your veterinarian recommends that your pet should not have certain vaccinations because of older age or a health condition, please have your vet send us the excusal in writing. The letter should state your pet's condition and which vaccination/s your pet cannot receive. **We cannot waive the Bordatella vaccination.**

## **DAY CARE:**

### **Hours:**

\* Day care is open from 7:30 AM to 6:00 PM, Monday through Friday and 10:00 AM to 4:00 PM on Saturday.

A \$5.00 late pick up fee will apply for every 15 minutes after 6:00 PM, with a 60 minute maximum. After 7:00 PM, your dog will be staying with us overnight and the overnight rate will be applied.

### **Harnesses:**

\* For safety reasons, all dogs participating in our day care program are required to wear a harness. This includes dogs that are boarding and who will be playing in day care during their stay.

**If your dog is enrolled in day care only:** It is **required** that your dog has his/her own harness. Bring your own or purchase one from us. We have several harness to choose from. We do prefer harnesses that have an easy grab handle.

**If your dog is boarding overnight:** You may bring your own harness, **rent one for \$4.00 per day or purchase one from us.**

The only exceptions are for dogs who chew off their harness.

\* We are not responsible for damaged harnesses due to other dogs during play or if a dog damages his own harness while in day care.

### TIME OUT:

- \* For the safety of all of our guests, dogs may be placed in temporary “time out” during group play for several different reasons, such as but not limited to: playing too rough and scaring other dogs or causing arguments, mounting other dogs, excessive (non-stop) barking or marking in the playroom.
- \* Time out dogs will be tried back in the group at the next hourly outing.
- \* Time out spaces includes: available suites, private playrooms or a crate, depending on where the dogs is able to be placed.

\* If you would like to be notified that us know.



your dog has been placed in time out, please let

\* We have the right to refuse any dog

into our day care program for any reason.

### BOARDING:

WHAT TO BRING:	WHAT NOT TO BRING:
Food and treats	Cotton rope toys or rawhide
Harness (you can also rent one or buy one from us)	Bowls
Training pads if needed	Blankets or pillows
A shirt or item that smells like you	Dog beds (only small crates are allowed if needed)

**In case you are short on time or forget your dog’s belongings, we conveniently sell a variety of toys, treats, food, harnesses and training pads.**

### TREATS:

We only give treats that our customers supply. They are given once in the morning and at night. **If you would like treats given at noon, there will be a charge of \$1.00 per day.**

WE HAVE THE LARGEST SELECTION OF HEALTHY TREATS AND CHEWS YOU WILL FIND ANYWHERE.

### FEEDINGS:

\* WE REQUIRE THAT YOU BRING YOUR PET'S OWN FOOD. When a pet's diet is suddenly changed, it may upset their digestive system or cause them to not eat at all. If you do not supply your own food, The Green K9 is not be responsible for upset stomach caused by suddenly changing your pet's diet. If you need to purchase food, we have a full selection of the highest quality foods on the market. All are rated 4-5 stars by dogfoodadvisor.com.

\* Because feeding amounts and food brands can change between visits, we will ask you for your pet's feeding instructions at the time of each boarding check in.

\* For stays under 10 days, each dry meal must be pre-measured, pre-packaged and labeled with your pet's name in resealable bags or containers. To be earth friendly, we suggest re-using the plastic bags or containers for future visits with us. Wet food does not have to be pre-packed in bags. **If dry food is not pre-packed per meal, there will be a \$1.00 per feeding charge.**

\* Two feedings a day are included in the boarding rate. **If you would like a noon meal, there will be a charge of \$1.00 per day.**

\* If your pet does not eat well while boarding, we can add the following to your dog's food if you choose: warm water, canned chicken and rice, whole chicken, Grandma Lucy's or all meat food toppers of your choice.

Please ask for pricing for the above additions to food.

EXTRA SERVICES	FEE
HARNESS RENTAL FEE	\$4.00 per day
NOON TREATS	\$1.00 per day
NOON FEEDING	\$1.00 per day
NON PRE-PACKED INDIVIDUAL MEALS	\$1.00 per feeding
ADDITIONAL MEDICATION ADMINISTRATION. (ONE IS INCLUDED).	\$1.00 per administration

## MEDICATION:

\* We require that you bring your pet's medication in the original prescription bottle with your vet's instructions on the label.

\* Because medications and dosages can change between visits, we will ask you for your pet's medication instructions at the time of each check-in. We will administer one medication free of charge. **Additional medications will be charged at \$1.00 each per administration/application.**

## REQUIRED CHECK-OUT BATH WHEN BOARDING 7 NIGHTS OR LONGER:

You are welcome to request an exit bath for stays under 7 nights.

\* **Required baths are an additional cost. Please ask for bath pricing, which is based on weight, hair length and condition of the coat.** Bath prices are also listed on our website.

\* The bathing and drying process allows us to conduct a detailed inspection of your dog. This process insures that your dog leaves our facility in better condition than when he or she checked in.

\* A bath is recommended if your dog is playing in the day care group. It is common for other dogs to slobber on them and/or they may roll in sand while playing in our yards.

\* It is our guarantee that your dog will leave our facility flea and tick free.

## **FLEA AND TICK POLICY:**

To ensure that we maintain a flea and tick free environment, our facility is on a monthly extermination program inside and outside. Pets will be inspected for fleas and ticks upon check-in and check out. We reserve the right to refuse pets with fleas or ticks. We require all pets receiving boarding, day care and grooming services to be on a flea and tick preventative, as well as a heartworm/hookworm preventative.

Pets can encounter parasites in dog parks, grooming salons, vet hospital waiting rooms, owner's yards and common areas in neighborhoods, etc.; therefore, The Green K9 is not responsible for flea or tick problems after the dog has exited the facility. It is the customer's responsibility to thoroughly inspect their dog prior to leaving our facility. We advise customers whose pets are found to have fleas and ticks at the time of check-in to: exterminate their home, yard and their dog's bedding and re-apply their flea preventative before returning their dog back into the home environment.

**WE SELL CAPSTAR, SORRESTO COLLARS AND NATURAL FLEA REPELLANT.**

If fleas are found on a dog during the check-in inspection, a Capstar pill will be given immediately at the customer's expense. A flea bath may be given if our schedule allows. If our schedule does not allow and/or the case is severe, the customer or emergency contact must remove the dog from our facility to be professionally bathed elsewhere in order to return.

Ticks are very difficult to find and kill. Young ticks can be as small as a grain of pepper. Therefore, if ticks are found on a pet at check in the pet may not stay in our facility. We do not offer chemical shampoo, dipping or de-ticking services. The customer or emergency contact must remove the pet immediately from our facility. Prior to returning to our facility, the pet must be professionally bathed and de-ticked and the owner must provide a tick preventative to be applied by us. The owner or emergency contact must wait for the pet to be re-inspected. If ticks are still found, the owner must remove the pet from our facility.

## **EXCESSIVE BARKING POLICY:**

We pride ourselves on maintaining a stress free environment for the dogs we care for. Day care facilities have a responsibility to control the indoor noise level for all of their pet guests' health and employee health. It is our job as pet care professionals to make every dog's stay a pleasant one. By maintaining a low stress environment, the incidence of stress related illnesses is decreased. The following are additional reasons why we are dedicated to minimizing the noise level of our facility:

There is normal barking during play and there is excessive barking that cannot be soothed. Non-stop barking is usually a sign of anxiety, which is our responsibility to remedy. Constant barking causes stress for the dog that is excessively barking and causes stress for the other dogs that are exposed to the barking. Stress weakens the immune system, making a dog more susceptible to upper respiratory and intestinal conditions. Straining of a dog's vocal chords from excessive barking can cause the dog to become hoarse and lose its voice completely. It is not acceptable to us to send a dog home without a voice or with a sore throat.

If we are unable to soothe a dog's excessive barking with exercise, group play, extra attention, natural calming remedies or permanently relocating them from their suite to the playroom, the pet owner or

emergency contact person will be contacted to discuss other options, which in extreme cases may include removal from our facility.

### **CHECK IN AND CHECK OUT:**

- \* We do not charge for the day you check in. You may check in at any time during our business hours.
- \* We charge by the night. The overnight stay rate begins at 6:00 PM and ends at 1:00 PM the next day.
- \* For check outs after 1:00 PM, a discounted day care rate of \$15.00 per dog will be charged.

### **EARLY CHECK OUTS:**

- \* We schedule baths and exit inspections according to our customers' check out times. So, if you would like to pick up your dog earlier than the time you scheduled, we will try our best to accommodate you. However, on high volume days early check outs may not be possible and are not guaranteed.
- \* Even if your dog is not receiving an exit bath, check out times must be scheduled, as our staff is required to conduct a thorough inspection, ear cleaning and brush out of all departing guests at no charge.

### **HOLIDAY CLOSINGS:**

Our lobby is closed on Thanksgiving Day, Christmas Day, New Year's Day, Easter Sunday, Memorial Day 4th of July and Labor Day.

### **RESERVATIONS AND DEPOSITS:**

There is a three (3) night minimum stay requirement for Thanksgiving, Christmas and New Year's. There is a two (2) night minimum stay requirement for Easter, July 4th, Labor Day and Memorial Day.

All holiday reservations require a 50% deposit, which will be applied to the final invoice. Summertime (May 1st to Labor Day) reservations require a 50% deposit as well.

Cancellations of less than 14 day prior to reservation or failure to show will result in a loss of the 50% deposit.

### **PAYMENT:**

Payment must be received at the time of check-out. We accept the following forms of payment: Visa, MasterCard, Discover, debit cards, checks and cash. Returned checks will be charged an additional fee of \$25.00 and the entire amount due must be paid in cash or cashier's check.

**In case you are unable to be reached, a credit card number is required on file for medical emergencies ONLY. We will ask you for this information at check in. You may not check in for boarding services if we do not have a credit card number on file.**

**Thank you for choosing The Green K9.**

**Our goal is to provide superior care for our pet guests  
and give our human customers' peace of mind.  
We encourage and appreciate all feedback, so we may continue to improve.**