



## Dog Town Customer Policies

### Check-in / Check-out

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Check-out time is by 11:00am. Dogs leaving after this time will be charged an additional \$20 for the last day. Appointments are required for both check-in and check-out times, and must be scheduled during the following times:

Monday – Friday 9:30am-6:00pm  
Saturday & Sunday 9:00am-11:00am and 4:00pm-6:00pm

If you will not be able to make your appointment, kindly call the office and let us know.

### Overnight Boarding Rates

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#### **Boarding Rates as of February 19, 2018**

- \$40 per night for 1 dog
  - \$70 per night for 2 dogs staying in the same room
  - \$90 per night for 3 dogs staying in the same room
- \*\* For two or more dogs staying in separate rooms, each dog will be charged \$35 per night

Frequent Camper Discount Cards: Buy 30 days and get 10% off the total cost. These days do not expire and do not have to be used all on consecutive days.

Extended Stay Discount: For guests staying more than 7 consecutive days, we offer a 10% discount.

### Grooming while Boarding Rates

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#### Boarding & Full Groom:

For stays less than 7 nights: 10% off

For stays longer than 7 nights: 25% off

**Baths/grooming must be arranged at least 2 weeks prior to boarding during peak boarding times.**

# Daycare while Boarding Rates

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Rates are as follows:

- Full day \$17
- Half day \$10

## Daycare screening

In order to ensure the safety and happiness of all our daycare guests, we require that all prospective daycare dogs complete a “trial day” at daycare prior to their overnight reservations.

Dogs MUST be dog and people friendly, and will be evaluated for such behaviors.

The Yellow Dog’s Barn reserves the right to refuse any dog from the daycare program, either during the “trial day” or during the pet’s overnight stay.

All dogs should be spayed or neutered by 6 months of age. After 6 months of age, we will consider each intact dog on a case-by-case and day-by-day basis to determine if the dog is still a good fit for daycare.

## Reservations

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A 50% deposit will be required for overnight reservations of any duration. We require a credit card to be kept on file, and the credit card will only be charged the deposit amount if reservations are not cancelled within 48 hours. Otherwise, 50% of all charges will be paid upon check-in by cash, local check, or credit card. The balance of any amount due will be paid at check-out by cash, local check, or credit card.

Please understand that our mission is to give your pet a home-like environment with lots of personal attention. Therefore, we have a limited number of rooms for overnight stays and because of this; last-minute cancellations can really hurt us. Please make every effort to keep your scheduled reservations, or give at least 48 hours cancellation notice. Thank you for your understanding.

Owner agrees to pay the daily overnight boarding rate in effect on the date the pet is checked in and understands the charging procedure. Owner further agrees to pay all costs incurred for optional services requested by the owner. All charges are due on or before the date the pet is to be picked up.

## Cancellations

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Any overnight reservation must be cancelled within 48 hours or your credit card on file will be charged for 50% of the entire reserved time.

Early pick-ups: Owner will be required to pay for the entire reservation unless notification is given 48 hours prior to pre-arranged pick-up.

## Your Pet’s Health

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### Boarding Vaccine Requirements

We require that all pets staying with us be current on the following (documentation from your veterinarian is required):

- Rabies Vaccine
- Distemper Vaccine
- Kennel Cough (Bordetella) Vaccine
  - \*Kennel Cough vaccination must be given a minimum of 5 days prior to boarding.
- Have had a negative fecal test for all parasites **including Giardia**, within the past year.

## General Health

- All pets at The Yellow Dog's Barn must be healthy and free of any contagious illnesses. If your pet is exhibiting any symptoms that may suggest illness such as sneezing, coughing, wheezing, runny eyes or nose, vomiting, lethargy, or diarrhea, we will not be able to admit them for their overnight stay. We are happy to refer ill pets to local veterinarians that board pets.
- All guests must be on an active flea & tick preventative. Pets arriving with a flea or tick problem will be bathed at the owner's expense.
- Please be sure to bring your dog's own food (and enough of it to last the entire stay). Changing a pet's food can result in severe stomach upset, vomiting or diarrhea.
- The Yellow Dog's Barn will give all non-injectable medications as specified. Please make sure all medication is clearly labeled and dosage instructions are included.

## Fleas

If fleas are found on your pet, we will give your pet a bath with an all-natural flea shampoo and apply a topical medication, at an additional charge. It will kill all fleas present. We do this in the best interest of your pet as well as others in our facility.

## Other Parasites

If any other parasites are observed (example: worms are present in feces), your veterinarian will be contacted and a fecal sample will be brought in for testing. Upon prescription of any medication by your veterinarian, this medication will be administered to your pet by The Yellow Dog's Barn. Owner assumes responsibility for all charges incurred.

# Personal Items

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**Food:** Please measure out the amount of food that your dog will need while staying in Dog Town. The food should be supplied pre-measured zip lock bag(s) or airtight containers, labeled with your dog's first and last name. (It's always a good idea to pack an extra meal in case your return is delayed.)

Because a sudden change in your dog's diet may cause digestive trouble, we strongly suggest that you bring your dog's food along.

**Bowls:** Unless your dog has a need for a slow-feeder, raised feeder or other special needs, please do not bring your own bowls.

**Medication:** All medications must be labeled with your dog's first and last name, precise dosing and instructions.

**Toys:** Feel free to send along any toys/bedding/antlers/bones/busy toys for your pup. No rope toys or raw hide chews please.

**Treats:** We fill our pockets and treat jars with all-natural treats (all USA made & sourced). So unless your dog has allergies, or you if you'd like to pack a special treat for your pet, you will not need to send along treats.

We provide each overnight guest with comfortable, elevated bedding and blankets upon request. You are welcome to bring your dog's bed, treats, and toys your dog might enjoy, **however, we cannot guarantee that they will be returned in the same condition.** The Yellow Dog's Barn is not responsible for lost or damaged personal items.

# Going Home...

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## **Pick-up by non-owners**

The Yellow Dog's Barn will not release any pet to anyone other than the owner as it is reflected in our files unless prior arrangements have been made. Payment is still required at check-out.

## **Failure to pick-up**

After 14 days after the last day of the reservation, pets that are not picked up are considered to be abandoned. The Yellow Dog's Barn will report any abandoned animal immediately and take appropriate action if not contacted by the owner within the allowed time frame.

## Misc Stuff to Know

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Leashing your dog: ALL DOGS MUST BE ON A LEASH WHEN THEY ENTER AND LEAVE OUR FACILITY!

Not all dogs are dog or people friendly! Please provide adequate space between your dog and others when arriving or leaving TYDB.

Appointments are required for both check-in and check-out times, and must be scheduled during the following times:

Monday-Friday 9:30AM - 6:00PM / Saturday & Sunday: 9:00AM - 11:00AM & 4:00PM - 6PM

Kindly call or email if you need to re-schedule your appointments!

The office is closed for pick-ups and drop-offs on the following holidays: Memorial Day, 4th of July, Thanksgiving, Christmas & New Year's Day.

Even though the office is closed during major holidays, but we never stop caring for your pets.

We do not require a minimum stay nor do we raise the rates during peak times.

Some dogs will exhibit a natural desire to drink lots of water when arriving home. Rest assured, they have had unlimited water access while in Dog Town, but sometimes drinking can be an anxiety relieve for dogs. Please limit your dog's water and food intake for at least a half hour after he/she gets home to avoid tummy upsets.