

Woofs N Wags Boarding & Daycare Policy Agreement

Client Expectations

Woofs N Wags has a strong drive to create lasting relationships with their clients. Clients will be expected to keep up with their pet's vaccinations, training, and grooming appointments. Woofs N Wags believes that with mutual respect, we can have wonderful experiences with our customers.

Vaccines

Due to Woofs N Wags' large client list, it is essential that the client understands keeping their pets up to date on vaccines is their responsibility. Woofs N Wags requires the following vaccines: **Rabies, Bordetella, and Distemper/Parvo**. These must be up to date to receive any services. Please understand that vaccines may not cover all strains of particular viruses like Baordetella, and it is not Woofs N Wags responsibility to help treat illnesses contracted during their stay with us.

Flea, Tick & Other Parasites

All pets must be on some type of flea, tick and heartworm prevention. Any client's pet can be turned away if a parasite infestation becomes clear at check in. If Woofs N Wags becomes aware of any infestation at any point during the pet's stay, they will proceed to take steps in eradicating any pests and the client will be responsible for any charges that arise from treating the pet's condition.

Deposit & Cancellation Policy

Clients of Woofs N Wags are expected to pay a deposit in order to lock in your pets boarding stay with us. The deposit will be 50% of the cost for the entire stay. We require a 7 day notice of cancellation in order to receive your money back. Remainder of payment must be paid during check in.

Daycare services must be pre scheduled and prepaid. We require 24 hr notice of cancellation to receive your money back for this service.

Pick up & Drop Off

Woofs N Wags only allows drop offs for your pets boarding stay between 2-6pm on the first day of their scheduled stay, and the remainder of your payment must be paid at this time. Pick up must occur on the last day of your pets scheduled stay between 8a-12pm. If your pet is not picked up between the specified time frame, you will be charged for an

additional day. Early drop off is only available on a case by case basis, and will come with an additional fee.

Drop off for daycare is between 7-9am. If they are scheduled for only a half day session they must be picked up prior to 12pm. If scheduled for a full day of play, they must be picked up between 4-6pm.

What to Pack for your Dogs Stay

Pet parents are expected to provide food items required for their specific pets needs. All kibble must be pre-measured and labeled into baggies with each of your pet's name and mealtime time. For example: their morning meal should state "Fluffy AM", and their evening meal should say "Fluffy PM". We require all dry meal toppers to be included in these pre-measured baggies. Kibble will be provided in the event that an owner fails to give us the right amount of meals, or fails to pack any food. This will be a kibble of our choice and will be an additional charge of \$3/cup. If your pet requires wet food or wet meal toppers, you will need to pack the correct amount of cans or pouches and be sure to give us clear feeding instructions at drop off.

Please do not pack any bones, stuffed toys or chew toys. These items can become choking hazards and we will not place them in their rooms.

Beds and blankets are provided. However, we will allow reasonably sized blankets to be dropped off with them as it is a comfort to have something that smells like home with them. Owner provided blankets must be labeled with your pet first and last name. Woofs N Wags is not responsible if these items are damaged.

While we do provide bowls, we realize that some dogs require slow feeders. These will be accepted but must be labeled with your dogs first and last name. Woofs N Wags is not responsible if these items are damaged.

Unaltered Pet Policy

Woofs N Wags will accept unaltered dogs for boarding up to two years old. However, these pets will not be included in group play activities under any circumstances. We will also not accept females at any point in their heat cycle. If your pet comes into heat during their stay, we will get in contact with you to arrange early pick up from their stay with us. All unaltered pets must have an emergency contact on file that is able to pick them up from Woofs N Wags at any point during their stay.

We will not be accepting unaltered dogs for daycare sessions.

Behavior & Safety

Woofs N Wags strives to create a safe and stress free environment for the pets in our care. If at any point your pet becomes aggressive towards our staff, we will contact you immediately to strategize what accommodations may be better for your pet. This may require a friend or family member to come collect your dog and their belongings from our facility before the end of the scheduled stay. Payment will still be required depending on the time and the amount of services completed during the visit. Woofs N Wags may require a dog trainer's note of approval before making a new appointment with any client who has shown aggressive behavior previously.

If your dog displays any aggression or overly anxious behavior during play groups with other dogs they will be pulled out of the play group at our discretion. This may mean they will be limited to solo play with staff for the remainder of the stay, and during future stays with us.

Dogs will be dogs. Unfortunately, dogs can/will get into altercations with each other. We as a team will do absolutely everything in our power to avoid these situations from occurring, however if anything does happen all pet parents involved will be contacted immediately. If any injuries occur, your pet will be assessed and taken to your preferred vet or the local Veterinary ER, if needed.

Woofs N Wags will not give your pet any unsafe bones, toys, or treats during their stay with us even if they are owner provided. Without constant oversight the bones and toys can become choking hazards.

Agreement Statement

By signing this agreement, the client understands and agrees to all expectations and policies listed within this document. The clients understand that failure to comply with these expectations and policies may result in additional charges at the time of, or before, their next scheduled appointment. The client also understands that Woofs N Wags can terminate our relationship with them at any point, for any reason.

Client Signature: _____

Date: _____