

K9 Club Dog Boarding Policy

Pet Parent's Name _____

Dog's Name _____

I confirm that my pet has current vaccinations including but not limited to vaccinations against:

Rabies
Distemper
Kennel Cough - maintained every 6 months
Parvo
Leptospirosis
Bordetella
Canine Influenza

I realize that despite K9 Club's best efforts, intestinal upsets (i.e. vomiting and diarrhea) are common in boarded animals due to the change of environment. We do require that all animals have the Bordetella vaccination to prevent kennel cough. However, kennel cough may still develop in some animals. If your pet experiences any of these symptoms after their stay with us, please notify us immediately.

Flea Control and Heartworm Prevention

All dogs must be using a veterinarian-approved flea and tick control product. If fleas are detected, a Capstar tablet will be administered at the pet parent's expense (\$10 charge).

All dogs must be using a veterinarian-approved heartworm and intestinal parasite preventative. If worms are detected in feces, an immediate vet visit is required and all treatment administered will be at the owner's expense. In addition, there is a \$25 transportation charge.

Assumption of Risk

I hereby give K9 Club permission to care for my pet and to take any and all steps reasonably necessary in the ordinary and normal course of providing such care. K9 Club may use leashes, harnesses or other appropriate means of maintaining control over my pet. I understand and acknowledge that my pet may be in the company of other pets during his/her time with K9 Club. I understand that K9 Club is not responsible or liable for any of the following: injuries or death to my pet caused by other animals (including being bitten); diseases or ailments which my pet may contract from other animals, including infections and viruses; falls; theft; collisions with vehicles; running away; natural disasters; fire; the unavailability of emergency medical care or any items necessary for the care of my pet due to circumstances beyond the control of K9 Club (including food, water, medicine, and electricity); the negligence, recklessness or deliberate acts of third parties; or injuries or death to my pet caused by themselves, including but not limited to ingesting foreign objects, chewing themselves, chewing foreign objects, running away, etc.

Veterinary Care

If, in my absence, my pet should be injured, appear sick, or otherwise reasonably appears to require immediate veterinary attention as determined by K9 Club in its sole and absolute discretion, I hereby authorize K9 Club to consult with any veterinarian for treatment or guidance. Every reasonable effort will be made to contact you at the emergency number you have provided. I authorize K9 Club to utilize the services of any veterinarian selected by K9 Club. I understand that I am responsible for any charges, including transportation costs, incurred with respect to any such veterinary services.

Time Slots and Availability

I understand that while K9 Club will make every effort to accommodate specific time slots requested, that given the nature of the business, the company cannot guarantee pick up and drop off times. In the event of severe weather that is deemed unsafe to dogs and/or service providers, K9 Club reserves the right to modify services to ensure safety. K9 Club reserves the right to cancel services if weather conditions, travel conditions or other circumstances are deemed unsafe at the sole discretion of the company.

Cancellations

If you need to cancel your reservation for an upcoming stay, please call us at (248) 928-5129 with more than 48 hours notice and we are happy to give you a full refund for your pet's reservation. Cancellations made the day prior to the scheduled reservation will receive a 50% refund. Cancellations made the same day or not showing up for your pet's stay will not receive a refund and will be charged the full amount.

Holiday cancellation policy differs. Please see Holiday Reservations and Cancellations.

Communicable Disease

Any dog that has contracted a communicable disease within 30 days of the reservation must have veterinary certification for admittance to K9 Club.

Medication

There is no extra charge for administration of medication. Owners will be asked to complete a medication administration record at each visit. All containers of medication must be clearly labeled with the owner's name, dog's name, and instructions for administration.

Collars, ID's and Leashes

K9 Club's collar of choice is the KeepSafe™ Break-Away Collar. This collar is specifically designed to prevent dogs from getting entangled by their collars. The KeepSafe™ Break-Away Collar was one of several collars we wear-tested and was proven to be superior to any other collar we tested. We require all pet parent's to use this collar when bringing your dog to stay with us. For your convenience, you can purchase this collar from the K9 Club Shoppe.

We also require an ID tag that we will attach to the KeepSafe™ Break-Away Collar. ID tags are made at K9 Club and will contain information that will enable us to cross-reference your pet's complete profile in our database. A tag will be provided at the onset of a dog's first reservation with K9 Club. It is the responsibility of the pet parent to bring the K9 Club ID tag with their pet when checking-in. If an ID tag is misplaced or lost by a pet parent, a new tag will be issued at the rate of \$7.00 per each tag.

All dogs must be leashed and supervised by the pet parent at all time while on K9 Club property.

Food

Pet parents are encouraged to bring their dog's own food from home in a labeled, re-sealable, and air-tight container. Meals portions must be pre-measured. Dogs that remain on their normal diet are less prone to digestive issues.

In the event that a dog runs out of food, the owner and / or their emergency contact will be immediately contacted. The dog's original food can be replaced for a \$25.00 service charge plus the price of the food.

The K9 Club house food can also be provided. All dog boarding without food from home will be feed Zignature's kibble and can food choices at \$5.00 per meal.

Resting Beds

A Kuranda bed will be provided for each dog. Please do not bring foam or stuffed dog beds. A blanket or article of clothing from home is welcomed.

Toys and Treats

Pet Parent's are encouraged to bring safe treats and toys. Toys with small parts, bones, and rawhides are not permitted. The K9 Club staff should be notified of any food or environmental allergies.

Drop-Off and Pick-Up

Weekdays - Drop-off hours are anytime after 6:00 a.m. Pick-up is anytime up until 7:00 p.m.
Weekends - Drop-off hours are anytime after 8:00 a.m. Pick-up is anytime up until 6:00 p.m.

Pet Parent's who fail to pick up their dog by 7:00 p.m. will be charged for an additional night of boarding.

Payment

Payment in full for a reserved stay is required at the time the reservation is made.

Holiday Reservations and Cancellations

There is a minimum of a three night stay for all holiday reservations. A seven day notice is required for cancellation. Any cancellation requests made prior to 7 days of the reservation booking date will not be entitled to a refund. Holidays include:

- Easter
- Thanksgiving
- Christmas
- New Year's
- 4th of July
- Weekends of Memorial Day and Labor Day

Transfer of Funds Between Departments

Monies spent on boarding and daycare packages are not transferrable to other services or retail products at K9 Club.

Photo Release

I understand that as a part of my pet's K9 Club experience, my pet may be photographed and video taped. I understand that these materials may be used in promotional materials. I understand that I will not receive compensation for the use of my pet's image, now or in the future.

Pick-up by an Approved Person

Pet parents must sign-out and pick up their dog(s). Pet parent's may also designate an approved friend or relative to sign-out and pick up their dog(s).

Please list the full name(s) and phone number(s) for the approved person(s) below.

I have read and understand all of the above policies of boarding my dog(s) at K9 Club.

Signature of Client / Dog Owner

Date _____

