



SNIFFERS Doggie Depot Policies

Owner's Name:

Thank you for considering SNIFFERS for your pet's care. We strive to exceed your expectations and help your pet stay healthy, active, and happy. In order to assist you in the best manner possible, we have some policies for every pet and owner, for the well being of your pet, other guests, and our staff. Please read the below policies thoroughly, ask questions well before your visit, and then relax - knowing that your pet's visit will be safe and fun!

General Information and Policies for All Guests

Reservations

Space in our programs is limited, and filled on a first-come, first-served basis. Please make all reservations as early as possible to assure that we can serve your scheduling needs. Unscheduled visits are strongly discouraged, as we may be at capacity for that service already. For those seeking a boarding visit at high-volume times, a two-month advance reservation is recommended.

Drop Off and Pick Up Times

We are proud of our convenient hours of operation. It is very important that clients adhere to these hours, as anyone who repeatedly picks up late may be denied future visits. If your pet is not picked up by closing time, you will be charged an overnight deluxe boarding fee. Hours of operation for each service are listed below, in each section.

Deposits and Payment Terms

Please refer to the appropriate section below for deposits required, by type of service. SNIFFERS accepts checks, cash, and the following credit cards for payment: Visa, MasterCard, and American Express. Returned checks carry a \$35 fee.

Cancellations

Boarding clients must cancel before the scheduled drop-off date. Any cancellations of boarding services will result in forfeiture of deposit. This is true of reservations canceled the same day it was made.

Vaccinations

All dogs entering SNIFFERS for services must have proof of the following vaccinations or titers (a blood test for a condition). Titers proof must be updated every six months:

- DHPP (Distemper) – note that we do not require Lepto
- Rabies
- Bordetella (kennel cough) – note that we will accept the recommendation of your veterinarian as to whether this is updated annually or semiannually

It is recommended that all dogs be on flea/tick and heartworm preventatives.

Illness and Injury

If your dog is ill, please take him or her to the vet immediately! We reserve the right to refuse service if your dog arrives sick or showing evidence of illness. If your dog becomes ill while under our care, we will make every reasonable attempt to contact you. We reserve the right to quarantine the dog until you can pick him/her up, or we will take the dog to our vet if we believe it is in your pet's best interest.

Life-threatening illnesses or injuries will be treated as deemed best by staff, at their discretion.

All veterinary bills are the responsibility of the owner, whatever the source or cause.

Additional Information and Policies for Boarding Guests

You may drop off and pick up your pet any time between 7am and 7pm, seven days a week. (Please check with staff for Holiday hours.)

No dogs over 40 pounds may participate in economy boarding without some form of exercise. We offer daycare and private playtime.

Dogs who are boarding in economy or standard that become destructive will be upgraded to deluxe at their owners expense.

All dogs opting for deluxe boarding must pass our entrance screening.

Our deluxe program is unique in that dogs are not caged at any time. However, any dog that we feel may cause a problem for others guests may not opt for this boarding plan.

Deluxe boarding fees are broken into a daily fee and an overnight fee, to provide the fairest pricing to customers. Dogs dropped off for deluxe boarding prior to 2pm will pay the full day fee; dogs dropped off between 2pm and 5:30pm will pay a partial fee; dogs dropped off after 5:30pm will not pay a daily fee. Dogs picked up from deluxe boarding before 9am will not be charged for that day; dogs picked up after 9am pay the daily fee. The balance of the boarding fee is due at pick-up.

All clients must provide food for the length of the stay, along with quantity and any other pertinent information. If you forget to bring your pet's food, you may purchase it in the SNIFFERS Store.

In order to ensure that each dog is fed the appropriate diet, feeding times are set by SNIFFERS staff. The only exceptions to this will be made for dogs with specific feeding requirements for medical reasons.

We will medicate your dog at no extra charge, provided the medication is labeled and includes written instructions.

Additional Information and Policies for Daycare Guests

All dogs must pass an entrance screening prior to scheduling daycare.

Drop off and pick up times for daycare are as follows: Monday through Sunday, 7am until 7pm.

Payment for daycare is due on the last visit of the week, unless a pre-paid package has been arranged. No deposit is required for daycare.

Additional Information and Policies for Training Guests

Training guests must remain on their leash and under their owner's control at all times, unless instructed by staff. Any training pets that bite or nip other dogs or people may be denied service.

No deposits are required for training. The training class fee is due before the start of the first class.

Hold Harmless Agreement

Although every possible precaution is taken when caring for your pet, we realize that dogs can still be unpredictable, germs can survive even the best cleaning, and human error can occur, despite training, supervision, and set policies. Therefore, SNIFFERS Doggie Depot, its owner(s), employee(s), assignee(s), representative(s) or any other person affiliated with the company shall not be held liable for any health issues, illness, or injury (including death) that may result from ill health or actions of another dog, or action of a SNIFFERS owner, employee, assignee, representative, or visitor.

By checking the *I Agree* button below, you and your representative(s) or assignee(s) agree not to hold SNIFFERS Doggie Depot liable for any illness, injury or death of your dog, yourself, minor children in your care, or damage to your property while your dog is in the care of SNIFFERS Doggie Depot. You also acknowledge that your dog and any damage resulting from his/her behavior or actions is your responsibility when in your care, and in the parking lot of SNIFFERS.

By checking the *I Agree* button below, you acknowledge that you understand and accept the terms and conditions set forth by this agreement and the policies of SNIFFERS.

I Agree: