



## Frisky Dog Policies

### **Health:**

- All dogs must be 16 weeks or older and have all vaccines and booster up to date. Vaccines required are Rabies, Distemper, and Bordetella (kennel cough). While we don't require the Canine Flu vaccine, it is highly recommended. Your dog should also be up to date with Heart guard and flea and tick preventative.
- All dogs 6 months and older must be spayed or neutered.
- Frisky Dog reserves the right to call your vet for clarification of health concerns and/or vaccinations.
- All dogs must be in good health. Owners will certify that their dogs are in good health and have not been ill with a communicable condition in the last 30 days. If they have been ill within those 30 days, a veterinarian certification of health will be required for admittance to our facility.
- All dogs should be in good health to participate in the play care program. If Frisky Dog observes any signs of illness or compromised health of a dog, Frisky Dog will call the owner to pick up their dog.

### **Behavior:**

- Owners will certify that their dog is non-aggressive or shows any threatening behavior towards any person or another dog.
- Owners are responsible for and will be charged for any injuries and/or property damage caused by their dog.
- Frisky Dog reserves the right to send your dog home. Should we find it in the best interest of the other dogs, we will call you to pick up your dog, at no charge for the day. If the client cannot pick up their dog, the dog will be crated, and the regular fee will be applied.
- All owners must sign a Medical Release Form. Frisky Dog reserves the right to make appropriate decisions regarding veterinary treatment in the event there is any injury to any dog. Any medical and/or veterinary expenses incurred because of injury will be billed to the owner, as stated on the Medical Release.

### **Application:**

- All dogs must have a complete, up to date and approved application and enrollment forms on file before play care can begin.

**Reservations:**

- When making a reservation for play care, boarding, or grooming, a valid credit card must be on file.
- Clients should make a reservation whenever possible or call ahead. There are times of the year Frisky Dog may be at capacity. Without a reservation or “heads up” we reserve the right to not admit your dog. This decision is based on play style, energy, size of the dog and the capacity of the facility on that day.

**Cancellations:**

- When cancelling a grooming appt, we require a 24 hours’ notice, or a \$25 fee will be applied.
- When cancelling a boarding reservation, we require a 24-hour notice during normal boarding periods. 72 hours’ notice is required during holiday periods (New Years, Easter, Labor Day, Memorial Day, 4<sup>th</sup> of July, Thanksgiving and Christmas). A one-night fee of \$55 will be charged without the required notice.

**Late fees:**

- Dogs picked up after closing will be charged a \$15 fee. After 30 minutes the dog will be fed and crated, and a nightly boarding fee will be charged. The dog may be picked up on the next business day.

**Packages:**

- Daycare and boarding packages are non-refundable. Please do not purchase a package until you are sure that this is a good fit for your dog. Packages do not expire.