

FUR LIFE K-9 ACADEMY

RULES, REGULATIONS & REQUIREMENTS

Welcome to Fur Life K-9 Academy! We are closed on the following holidays, so therefore we cannot accommodate arrivals or departures on New Year's Day, Easter Sunday, Independence Day, Thanksgiving Day and Christmas Day. On these dates a two-night minimum stay is required. Even though we offer 24 hours/365 days a year supervised animal care, we are not open on the days listed above and are only open for drop off and pick up during the hours listed below.

We are a HOME-BASED business, therefore please respect the fact that we operate completely by APPOINTMENT ONLY. Thank you!

BUSINESS HOURS

We offer drop off and pick up by appointment only Monday through Saturday. We are a home-based business operating under certain guidelines by the county and unless approved by management cannot often accommodate appointments for drop off and pick up between 11-5 due to our restrictions.

Sunday: CLOSED

We apologize for any inconvenience our schedule may cause

Evening closing time may adjust with the sun for daylight savings

Check-in times earlier than 9am must be coordinated with and approved by management as we are not always able to accommodate but do our best.

CHECK IN & CHECK OUT TIMES

Pet guests are to be checked in during lobby hours **by appointment only**. Check out time is before 11:00AM. We do offer a late checkout option for a fee of \$15.00 that enables you to pick up in the evening if you are unable to pick up your pet by 11:00AM. Dogs receiving the Pretty Pup Bathing Package on check out day will not incur a late checkout fee if picked up after 11:00AM.

RESERVATIONS

Fur Life K-9 Academy reserves the right to refuse service and admittance to any pet guests who lacks proof of vaccinations, displays signs of contagious health conditions or does not meet our health standards.

BOARDING

Fur Life K-9 Academy guest availability can only be guaranteed if the reservation is confirmed and minimum deposit paid for in advance.

A reservation can only be confirmed if the following is on file:

- 1.) A deposit at the time of booking. During non-peak/non-holiday periods, a one night's deposit is required and during peak/holiday periods a two night deposit is required.
- 2.) Proof of current vaccinations.
- 3.) Signed copies of the Fur Life K-9 Academy Client Agreement and Dog Guest Profile forms.
- 4.) An overnight check in form must be completed for *every* pet guest's stay.

DAYCARE

Reservations are required for staffing purposes. Daycare will be closed to the public on the following holidays: New Year's Day, Easter Sunday, Independence Day, Thanksgiving Day and Christmas Day.

GROOMING

Reservations are required. Although we do try to accommodate every dog, our grooming service appointments book quickly. It is highly recommended to book your appointment in advance.

CANCELLATION POLICY

Non-Peak/Holiday - Cancellations that occur within **THREE (3) days prior to check in**, for Non- Peak/Holiday periods will result in forfeiture of your one (1) night deposit. To avoid forfeiture of your one (1) night deposit, please cancel Non-Peak/Holiday reservations at least three (3) days prior to arrival with us.

Peak/Holiday - Cancellations that occurs within **TEN (10) days prior to check in**, for Peak/ Holiday will result in forfeiture of your two (2) night deposit. To avoid the forfeiture of your two (2) night deposit, please cancel your Peak/Holiday reservations at least ten (10) days prior to arrival with us.

“No-Show” Policy - A “No-Show” is defined as a not showing up for your reservations after scheduled check-in time. The room will be released and the reservation canceled and the deposit forfeited.

PAYMENT

Payment for all accommodations and services reserved will be paid at the time of check-in. All additional services added during the stay will be paid upon check-out. We except cash, check or money order. We also have Venmo and Zelle mobile banking apps.

EXTENDED STAY PAYMENTS

Stays exceeding two (2) weeks that are not using a boarding package requires payment of services for two (2) weeks at the time of check-in and at the end of each week thereafter. Client must maintain a valid debit card on file in order to be charged accordingly.

PET HEALTH AND SAFETY

Fur Life K-9 Academy takes great pride in the health and safety of our pet guests.

Fur Life K-9 Academy accommodates pets that are healthy, fit, and able to walk unassisted. Pet guests with terminal illnesses and in the late stages of an illness may not be accommodated at Fur Life K-9 Academy unless otherwise arranged. Fur Life K-9 Academy also cannot accommodate pet guests that require medical treatment beyond the dispensing of oral and topical medication, bandage changes, etc. (i.e. insulin injections, drains, stitch removal, etc.).

All pet guests must be in good health and not have been exposed to any contagious or communicable illnesses (i.e. giardia, kennel cough) within a 30 day period prior to check-in. Fur Life K-9 Academy will require a veterinarian documentation proving a clean health record after treatment and/or medication has been administered and completed. This information needs to be emailed in

advance to Fur Life K-9 Academy. Please email all required documentation to Vanessa@FurLifeK9.com

Pet guests need to be on a regular internal (i.e. worms) and external (i.e. fleas and ticks) parasite treatment program. Fur Life K-9 Academy requires that all pet guests have had a fecal stool exam in the past six (6) months to ensure that they do not have internal parasites. Every pet guest is inspected upon their arrival in order to prevent any external parasites from entering our facility. If external parasites are discovered at check-in, a flea bath will also be required at owner's expense. Additionally, if internal parasites are discovered during the pet guests stay, treatment and/or special care fees will apply.

All pet guests' medication must come in original bottle prescribed from veterinarian.

VACCINATION REQUIREMENTS

Pet guests must meet vaccination standards before admittance to Fur Life K-9 Academy. Proof of Vaccines must be provided prior to Pets stay.

RABIES - current in the last (1) year for puppies and last three (3) years for adults

DHPP - current in the last (1) year

BORDETELLA - current in last six (6) months FECAL EXAM - current in the last six (6) months

DAYCARE REQUIREMENTS

Daycare is for social dogs to play and have fun. All dog guests will be placed in a group based on size and temperament. Since safety is our primary goal, Daycare is not for every dog. It is not a place for an aggressive dog to learn to be social.

DAY STAY

Day Stay is for dogs that do not play well in the pack environment, females in heat, and intact males. Dog Stay guests received four (4) outgoing a day, two (2) potty breaks and two (2) individual play times with a Fur Life staff member.

FOOD

Pets are fed twice daily - in the morning and evening. However, we can also accommodate lunchtime feedings. Fur Life K-9 Academy asks the owner to provide your pets food. Please bring your dog's food in ONE GALLON Ziplock bag(s) and label with the pets' name as well as their feeding instructions. Please make sure that you bring enough food for your pets' entire stay. If your pet runs out of food, Fur Life K-9 Academy will feed your pet our house-made meal to prevent stomach upset and the cost is \$5.00 per meal.

BEDDING/BELONGINGS

Fur Life K-9 Academy provides clean and comfortable bedding for your pet. In order to maintain a sanitary and controlled environment, outside bedding is not permitted. A disposable t-shirt with your scent is permitted to help reduce separation anxiety. Fur Life K-9 Academy accepts a new or new-like hard chew, rubber toy for your pets stay. Fur Life K-9 Academy will write pets name on all of their belongings. Please note: It is not certain that these items will return home with the dogs. Do not send anything of sentimental value.

DEPARTURE BATH

Fur Life K-9 Academy recommends that all dogs boarding THREE (3) days or longer receive a departure bath at a discounted rate of \$10.00 - Please speak with our Staff if you would like to upgrade to a "Pretty Pup Bathing Package" (\$25.00 includes shampoo, towel dry, ears cleaned and nails cut/file).

DISCOUNTS

Fur Life K-9 Academy guests staying with us for FOURTEEN (14) consecutive days will receive 10% off of their stay in addition to a complimentary Departure Bath prior to check-out.