

Terms and Conditions

By accepting these terms and conditions, the client understands that there are inherent risks associated with any dog playgroup. These risks include both physical injury and the possibility of contracting communicable illness. The client understands and agrees that neither The Dog House, LLC nor any of its employees, staff, or volunteers, will be liable for any illness, injury, death, and /or escape of client's pet(s) provided that reasonable care and precautions are followed, and client hereby releases all of them of any liability of any kind whatsoever arising from or as a result of client's pet(s) attending or participating in services at The Dog House, LLC. Reasonable care will be given at all times.

Payment for services is due upon completion. The Dog House, LLC does not extend credit to clients and payment is due immediately upon the return of the pet to the client's care. In the event of nonpayment, client shall be additionally liable for, and shall remit The Dog House, LLC upon demand, any and all costs of collection, including reasonable attorney's fees, filing fees and litigation expenses incurred by The Dog House, LLC in enforcing the terms of this agreement. Additionally, a charge of 15% of the total bill owed will be added every 14 days (from date of checkout) to any bill not paid in full upon completion of services.

All dogs are evaluated on an individual basis for acceptance. The Dog House, LLC reserves the right to refuse admittance to any dog that does not meet the health, temperament or other standards set forth by the company. The determination shall be made at the sole discretion of The Dog House, LLC.

By accepting these terms and conditions, the client authorizes The Dog House, LLC to seek medical attention for his/her pet(s) should they require it during their stay at The Dog House, LLC. The client further understands and agrees that any behavioral or physical health problems that develop with the clients pet(s) while at The Dog House, LLC will be handled and treated as deemed best by the employees, staff and volunteers of The Dog House, LLC, in their sole discretion, and the client expressly agrees to assume full financial responsibility for any and all expenses arising or relating thereto.

By accepting these terms and conditions, the client certifies that his/her dog is in good health, with no contagious illness and has no record of causing injury to another animal or human.

The client further understands and expressly agrees that each and every of the foregoing provisions contained above shall be in force and effect and shall apply to each and every occasion on which the client boards or deposits client's dog(s) with The Dog House, LLC for daycare, boarding, bathing, transport, walking, pool time, or as the case may be. These

terms and conditions shall remain in full force and effect as between the parties until and unless otherwise cancelled or superseded by a writing signed by the parties.

Policies

- Drop-off time ends daily at 1:00 PM. All pets must be in our facility prior to 1:00 PM, whether for daycare or boarding.
- The Dog House lobby is open the following hours:
 - Monday-Friday 7:00 AM - 7:00 PM
 - Saturday-Sunday 9:00 AM - 5:00 PM
- Reservations are required for all services including daycare, boarding, and tours.
- If a reservation is made and you are unable to keep it you must call/email to cancel prior to close of business the day before your reservation. If you fail to cancel your reservation you will be charged for the stay (\$30 for daycare and a one night \$50 charge for boarding, per dog). By accepting these terms/policies, you authorize The Dog House, LLC to charge the credit card on file for any late cancellation/no show fees incurred.
- Recurring daycare reservations may be made for the current calendar year.
Reservations must be renewed for the next calendar year.
- Reservations during holiday periods require cancellation prior to close of business 2 days before your reservation. If you fail to cancel your holiday reservation within this period you will be charged a two-night charge of \$100, per dog. This includes the periods surrounding IU's Spring Recess, Thanksgiving, and Christmas/New Year's Day. By accepting these terms/policies, you authorize The Dog House, LLC to charge the credit card on file for any late cancellation fees incurred.
- An after-hours pickup service is available for your convenience. This service must be prescheduled and approved by Dog House staff. This service is \$20.00 per pet, in addition to any applicable ½ day boarding charges. Any drop off after 1:00 PM results in an automatic \$25.00 fee per pet and is strongly discouraged in order to maintain our quality of care. By accepting these terms/policies, you authorize The Dog House, LLC to charge the credit card on file for any out-of-hours fees incurred.
- The price for overnight boarding is \$50.00 per night per dog. Daycare is included in this price up until 1:00 PM on the last day of boarding.
- The price for full day daycare is \$30.00 per day per dog. Bulk discounts are available.
- Half day daycare is available M-F 7:00 AM-1:00 PM ONLY at a cost of \$23 per day per dog. All dogs picked up after 1:00 PM will incur the full day price of \$30. Dogs scheduled for half day daycare may convert to full day daycare with staff approval only. Daycare packages may not be used for half day daycare.
- Boarding dogs must be picked up by 1:00 PM on last day of boarding to avoid a ½day boarding charge (\$25).
- Major holiday periods (the time surrounding New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas and New Year's Eve) will incur a nightly \$5.00 holiday fee for each lodging dog staying during that period. Any lodging during Spring Break (IU's Spring Recess) will incur a \$5.00 per night fee, per dog.
- Daycare may be closed during major holiday periods, including IU's Spring Recess. Please consult our online calendar for these cancellations.

- Any dog that has not visited in the last 12 months will be required to participate in another daycare/behavior evaluation prior to scheduling additional services. This allows us to see if any changes in behavior have arisen since your pet's last behavior evaluation.
- Because we take pride in our facility, The Dog House does NOT allow dogs that have been "skunked". If a skunk has sprayed your pet, it will not be accepted for any service until the smell dissipates. We will not bath any pet that has been sprayed by a skunk in the last 14 days.
- For the health of all pets in our care, please do not bring your pet to our facility with fleas or other parasites. If your pet is found to have fleas, it will be bathed at our regular bathing price (\$27.00).
- Boarding customers must provide food for the length of their pet's stay. Food is available for purchase (\$1.00 per cup) if you choose not to provide your own, or if your pet runs out of food during a visit.
- Owners may choose to provide lunch for their pet during a daycare visit. Lunch provided will be offered to your pet at a cost of \$1.00 per meal. This fee is waived for pets under 1 year of age or those whose meal is medically necessary.
- For boarding services, food should be separated into individual meals using plastic bags or containers. Please label each meal legibly your pet's first and last name (ex. Fido Smith). Any additional items such as canned food, cooked chicken, etc. should be labeled on the side with your pet's first and last name and the amount to be given per feeding. Refrigeration is available should your pet's diet require it. You may provide treats for your pet during his/her visit, but please, no rawhides. Our storage bins are 13x13x15 inches. It is quite helpful to us if your pet's belongings fit within these parameters.
- Please make staff aware of all injuries, allergies, medical ailments, physical limitations, and pre-existing conditions at time of drop off.
- Aged or chronically ill pets will require a signed waiver. It is important that we have all necessary information to provide your pet with the best care possible.
- Each medication requires a medication form. A new form must be submitted each time your pet visits The Dog House and requires medication. All medications must be provided to us in a compartmentalized medication organizer. No additional fee is charged for administration of medication, with the exception of injections, which are \$2.00 per administration, and require prior management approval.
- The Dog House provides everything needed to care for your dog. Please do not bring any items other than food/medications. If you choose to do so, The Dog House is not responsible for items left in our facility, including but not limited to: leashes, bowls, beds, food scoops and toys.
- Please take your pet to the Pea Patch prior to entry into our lobby.
- Dogs must be spayed or neutered between 6-12 months old, as recommended by your veterinarian. All dogs over 6 months old require a signed unaltered waiver and their attendance is dependent on meeting our behavioral guidelines. No pets may attend over 12 months of age without being spayed/neutered.
- Dogs must be 16 weeks old and current on DHLPP, rabies, and bordetella vaccinations to attend The Dog House. A copy of your dog's vaccination records is required for our files. A licensed veterinarian must administer vaccines. It is the client's responsibility to provide this information to our office; by law we are unable to contact your veterinarian for this information.
- All dogs MUST have a well-fitting collar or harness and ID tag on during each visit. This collar or harness will remain on your pet for the length of his/her stay (unless removal is medically necessary). No "choke" style collars or metal collars are

permitted. Please make sure your pet is also wearing an ID tag with his/her name. If you do not have an ID tag, engraved metal tags are available for purchase in our lobby.

- The Dog House, LLC follows the principals of Positive Reinforcement – Least Invasive, Minimally Aversive. In following with this principal, you understand that The Dog House, LLC might utilize items such as Thundershirts, Calming Collars, Backpacks, or Time Outs to assist in modifying your dog's behavior in order for your dog's continued attendance with The Dog House, LLC. Full transparency and communication will be utilized at all times.
- Allowing your pet(s) to participate in services at The Dog House, LLC is at your own risk. There is inherent risk associated with any dog playgroup. These risks include both physical injury and contraction of communicable illness. The Dog House, LLC believes that the benefits of dog playgroups far exceed the risk, but all clients understand and accept these risks when allowing their pet(s) to participate.
- If The Dog House deems your dog was responsible for injuring another dog you will be responsible for the injured dog's medical bill. This determination is at the sole discretion of The Dog House staff.
- Any photographs or video recordings of you or your pet(s) at The Dog House facility remain property of The Dog House, LLC and may be used in marketing or promotional materials, however The Dog House deems fit. Please contact our office if you do not want your pet featured in marketing or promotional materials.
- You will be informed of all hours and policy changes by email. Please provide a valid email address.
- These prices and policies are subject to change.