



COTTAGE RULES

RESERVATIONS

- Daycare, Grooming and Boarding Reservations may be made Monday-Friday from 9am-5pm.
- We are not open for check-in and check-out on: New Year's Day, Memorial Day, Independence Day, Easter Sunday, Labor Day, Thanksgiving Day, and Christmas Day. As a result, we require a two-night minimum stay for reservations over these time periods.
- We request 24-hour notification for cancellation of Daycare, grooming, and boarding services.
- Boarding reservations canceled within 24 hours of visit will be charged a fee equivalent to one night's stay.
- To ensure availability, it is recommended that reservations be made well in advance.

BOARDING CHECK-IN / CHECK-OUT / HOURS

Check-in time begins at 7 A.M. on weekdays and 9 A.M. on weekend days (until close). There is always a full charge for the first day of stay, regardless of check-in time. *Please allow an extra 15 minutes in your schedule to ensure accuracy at check-in.*

Check-out time is 12 (noon), if you do not want to incur a daycare fee. Pets not picked up after 12 noon will require additional care and will be charged a fee equivalent to one day of daycare. Dogs dropped off prior to check-in or picked up after close (and no later than 8pm) will incur a fee of \$15/hour.

Frequent Travelers: Boarding packages of 10 and 20 are available upon request and are good for one year of use.

We open and close promptly at the following times

BUSINESS HOURS (Reservations and Business Matters)

MONDAY – FRIDAY 9 a.m. – 5 p.m.

OPERATION HOURS (CHECK IN/CHECK OUT HOURS)

MONDAY-FRIDAY 7 a.m.-7 p.m.

SATURDAY 9 a.m. – 5 p.m.

SUNDAY 9 a.m. – 5 p.m.

NOTE: Dogwood Cottage cares for pet guests 24 hours per day, 365 days per year.

DAYCARE

- Daycare is a cage-free service designed for social dogs to play and have fun. Safety is our primary goal, therefore, Daycare is not for every dog. To be accepted into our Daycare program, each Daycare guest must:

1. Complete a Daycare Application/Agreement
2. Be at least 12 weeks of age and have completed their first two series of vaccinations, including the bordetella vaccine and a fecal exam
3. Meet our published vaccination standards
4. Be spayed or neutered (except puppies under 6 months)
5. Attend a Daycare evaluation day (single-day fee applies) and be deemed “safe for play”

- Daycare is offered from 7 a.m. to 7 p.m. Monday through Friday, and 9 a.m. to 5 p.m. Saturday and Sunday. Dogs not picked up by closing time will be charged an hourly late fee of \$15/hr., after 8pm dogs will be considered boarders and will be charged accordingly.
- Daycare fees are based on a single visit or pre-paid package plan. Packages have no expiration. All package sales are final. No refunds are issued for any unused portions.
- Overnight guests wishing to attend Daycare must be “accepted” during their first day of stay.
- Daycare and our daycare transportation service is limited in size, therefore clients are strongly encouraged to make reservations in advance to avoid disappointment. Priority goes to clients with standing reservations. We request 24-hour notification for cancellations in order to properly staff a safe play environment.

HEALTH CARE

- The health and safety of each guest is our number one priority, therefore, every pet must have a Registration form completed prior to his/her stay. This profile helps us understand your pet’s background, personality and special needs so we can make his/her visit as safe and as comfortable as possible.
- All guests must be in good health and must not have had or been exposed to any contagious or communicable illnesses within a 30-day period prior to check-in. Dogwood advises against boarding guests that have a terminal illness and are in the late stages of that illness.
- Each pet receives a pre-entry evaluation prior to admittance. This helps ensure a flea-free, healthy environment. Pet’s showing signs of vomiting, coughing, gagging, sneezing or diarrhea may not be admitted.
- Guests must possess a temperament that allows staff members to be able to properly care for them. Allowances may be made for specific temperament issues, but pets cannot pose a danger to staff members.

VACCINATION REQUIREMENTS

- In the best interest of all, each guest must meet our published vaccinations standards before admittance. Pets requiring vaccination updates must have the vaccination(s) administered **no less than 10 days** before any grooming service, daycare visit or overnight stay is scheduled.
- Individual circumstances may be considered with written documentation from a veterinarian. Titers are accepted with proper documentation.
- Puppies must be at least 12 weeks of age and have completed their first two series of vaccinations, including the Bordetella vaccine and a fecal exam. Puppies over 18 weeks of age must have their full series of vaccinations, including the rabies vaccine.
- Owners with puppies under 16 week must understand and assume the risks associated with exposing puppies to a cage free environment.

RABIES: Current in the last year for puppies and the past three years for adults.

DHLPP: Current in the last year.

BORDETELLA: Current in the last **twelve months**.

FECAL EXAM: Current in last year

FOOD, MEDICATIONS & EXERCISE

- Customers are required to provide their dog’s own food (at no additional charge). Each meal should be prepared in a separate baggie and labeled appropriately, by meal, with your pet’s first and last name on it. We feed twice daily –approximately 9 a.m. and 5 p.m. In the event your supply of food runs short and needs replenished, a food fee of \$5.00 will be charged for each meal and we will provide the house food.

- Dogwood will administer oral and topical medications. All medications shall be provided by owner and clearly labeled with written instructions, including: medication name, pet's name, dosage, and administration schedule.
- Guests requiring specialized care (handling, splint/bandage changes, hand feeding, walking assistance, pee pee pads, etc.) are handled on a case-by-case basis and will be charged accordingly.
- It is standard for each canine guest to be part of the daily playgroup. If your dog is not social, two walks per day will be provided along with alone time outside.
- It is standard for Dogwood Cottage to use treadmills to balance the energy of the pack. If you do not want your dog to receive treadmill exercise please inform us at check in.

BELONGINGS

- We provide comfortable, clean bedding, toys and blankets which comfort your pet and adhere to our strict standards. Unfortunately, due to safety and sanitary considerations, **we cannot accept any personal belongings (toys, bedding, blankets, etc.)** other than an unwashed, disposable t-shirt to help reduce separation anxiety or other than a wire or plastic crate (we do not accept soft crates).

FACILITY TOURS

- Dogwood offers personal guided facility tours at the following times:

MONDAY-FRIDAY: 5:30 P.M.-7 P.M.

- For the benefit of our pet guests, tour times are carefully crafted as to not interfere with cleanliness, cuisine and comfort. Due to strict vaccination standards, **no pets** are allowed on tours.

GENERAL

- Dogwood reserves the right to refuse admittance to any pet guest for any reason, at any time, who lacks proof of vaccinations, displays signs of untreated or potentially contagious conditions, demonstrates aggressive behavior or who fails our standard health and temperament policies.
- Dogwood proudly accepts cash, personal check, Visa, MasterCard, Discover Card, and Amex. Returned checks, regardless of reason, are subject to a fee of \$35.
- Our prices, policies, services and hours are not negotiable and are subject to availability and change without notice.
- Upon admission for services, your signature of contract acknowledges your awareness and acceptance of our policies.

Thank you for your trust in allowing us to care for your pet, a member of your family and of ours.

Please sign below confirming your compliance to the Cottage Rules.

Signature