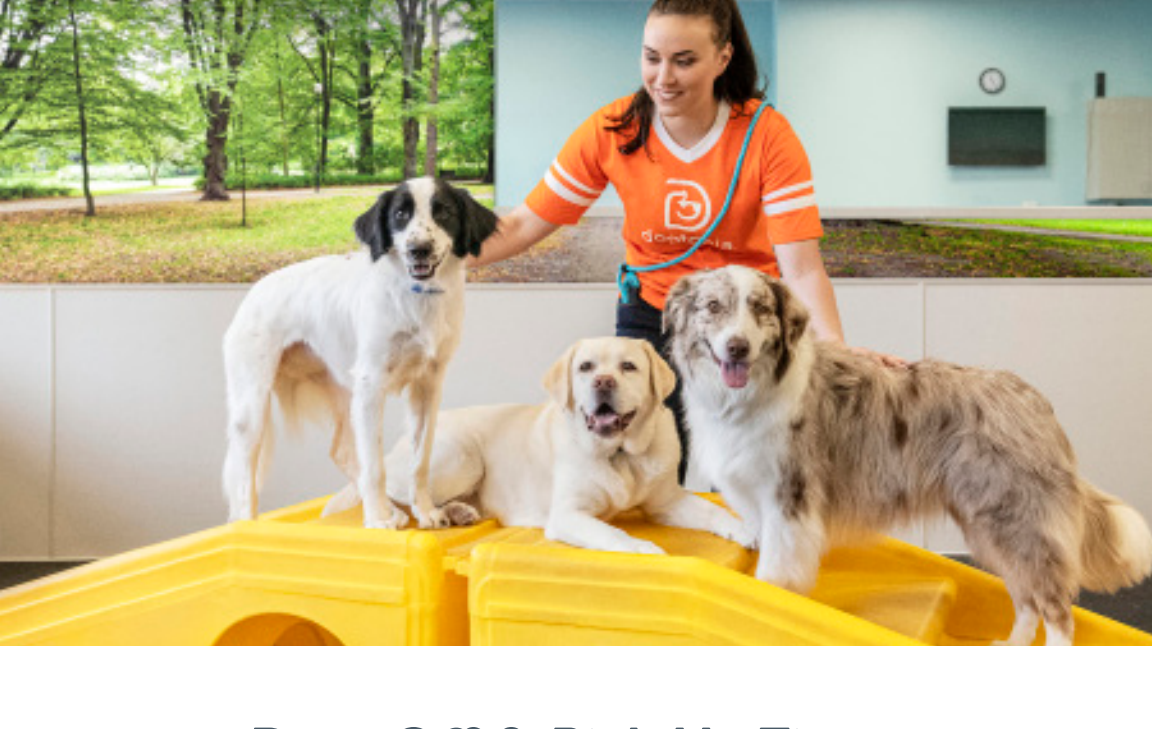




dogtopia.

BOARDING GUIDE

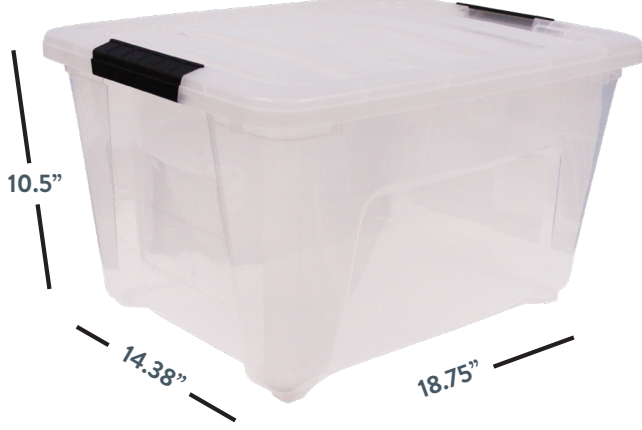


Drop Off & Pick Up Times

	Drop Offs	Pick Ups *
Monday - Friday	7 a.m. - 12 p.m.	7 a.m. - 7 p.m.
Saturday	10 a.m. - 12 p.m.	10 a.m. - 5 p.m.
Sunday	11 a.m. - 2 p.m.	11 a.m. - 2 p.m.

STORAGE FOR BELONGINGS

We will assign each dog a bin to store their bedding and toys during their stay. This makes it easy for our Canine Coaches to transport each dog's belongings to their sleeping area each night for bedtime. Each bin is 18.75" long, 14.38" wide, and 10.5" tall. When packing for your dog's stay please keep in mind that all belongings (including bedding and toys but excluding food) must fit into this size bin.



What to Pack & How



Pack each meal into individual self sealing bags, ziplock preferred. One bag per meal. If the ratio of food differs between meals, please label the bags with the appropriate meal time (AM, Lunch, PM).



DO NOT bring in a container or bag of loose kibble. These will not store easily and may result in inaccurate measurements. We do charge \$1/bag if we have to bag kibble in-house. No bowls needed - we have all types here!



You may choose to pack a blanket, over-sized towel, family member's t-shirt or sweatshirt, or sleeping pad to comfort your dog at bedtime in the evening. We also stock our own bedding that we offer complimentary if you choose to use it.



DO NOT pack large-profile beds or over-sized quilts. These beds take up too much room in your dog's home-style crate, not allowing your pup to stretch out and enjoy a comfortable sleep. Please do not bring bedding if your dog is a known chewer. This could result in ingestion and blockage.



Pack one or two favorite toys (if you'd like). Excellent toys to include are Kongs that can be refilled with treats for a bedtime snack, antler chews, de-stuffed or braided toys, or your worn t-shirt or sweatshirt.



DO NOT pack rawhides, pig ears, or bones that can splinter as these are choking hazards and are not permitted in bedtime crates. Toys that include squeakers, rattles, bells, or soft filler or stuffing are also not permitted in your dog's bedtime crate due to their choking hazards.



All items belonging to your dog should be clearly labeled with your pup's first and last name. Permanent markers or fabric markers work best. What should be labeled? Everything: food bags, bedding, toys, etc. Masking tape on items is **NOT** preferred for labeling because tape easily peels off, making your pup's items unidentifiable. Any non-labeled items will be labeled by staff with a black or silver permanent marker.

MEDICATIONS, VITAMINS & SUPPLEMENTS



Pack all medications, vitamins, and supplements separate from their meals. If you are not dropping your dog off yourself, provide written instructions on administering. Include the name of the medication, what it is for, what meal time to administer, and how to administer. Please pack necessary supplies such as pill pockets, droppers, etc. We do stock some supplies in-house and do not charge any fees for administering medications.



DO NOT place medications directly into your dog's kibble meal bags. These must be packed separately to ensure proper administration. Please note we cannot administer injections.

Policies & Fees

*** Drop Offs & Pick Ups:** Drop offs outside of the drop off hours listed must be pre-arranged and will be charged a \$20/dog accommodation fee. Participation in open-play is complimentary from lobby opening on the day of drop off to 12:00 p.m. on the day of pick up. Pick ups Monday - Saturday after 12:00 p.m. will be charged the cost of a half day of daycare (\$20). Pick ups on Sundays are free but must occur between 11:00 a.m. - 2:00 p.m.

Bagging Fee: Meals have to be bagged individually in order to store efficiently in their feeding area and to guarantee appropriate portion serving. If we have to bag your dog's food ourselves, there is a fee of \$1/meal bag to cover the cost of our supplies.

Boarding Deposit: We collect a boarding deposit at check in that is equivalent to the anticipated cost of the stay + any upgrades including spa services, treats, or additional fees.

Cancelling: If you need to cancel your boarding stay, you may do so up to 48 hours prior to the day of check-in without any fees. If your cancellation is within 48 hours, we will charge a \$20/dog cancellation fee as we may have turned away another client's boarding needs in anticipation of your dog's stay.

Vaccination Records: If your dog is overdue for any vaccinations or health checks, Dogtopia reserves the right to deny your boarding request all the way up until check-in or to refrain from allowing your dog's participation in open play. If this is the case or if your dog is suspected of being positive for any contagious illness, they will be removed from open play and provided special care at the additional cost of \$20/day.

Emergency Contact: Please know the name and phone number of at least one emergency contact who is not listed as an owner on your dog's account. In the case of an emergency, if we can't reach you, we will contact them.

Regular Boarding Updates: You will receive regular email updates about your dog's appetite, eliminations, and behaviors during their boarding stay. These will start the day after check in and will be sent up regularly up until the day before check out. We try to send these out daily but do not guarantee daily delivery. If you have questions about how your dog is doing, please don't hesitate to call!