

## Boarding Regulations—updated May 2020

To ensure the safety and health of all animals and staff at Overdale Kennel, LLC, all clients are required to comply with the following Rules and Regulations (please read thoroughly):

**NEW COVID-19 policy:** Only one customer is allowed in the office at a time. Please wait outside in the queue until you are invited inside. This means additional family members must wait in the car. Absolutely no customers will be allowed past the front desk.

**Sex:** All dogs must be spayed or neutered (unless they are under 1 year of age). Intact dogs are allowed if they have been through a formal training program. Proof may be required. No dogs in heat are allowed.

**Vaccines & Preventatives:** All pets must be up to date on vaccinations. We also accept titers. All clients must submit written verification from their veterinarian that their dog(s) have current:

- 1) Distemper, Hepatitis, Parainfluenza, Parvovirus;
- 2) Rabies; and
- 3) Bordetella.

All dogs are also required to be on

- 4) flea preventative and
- 5) worm prevention year round.

It is your responsibility to provide on-going verification of current vaccinations. Overdale Kennel, requires a topical or oral flea and parasite preventative (e.g. FrontLine or Advantage). The only flea/tick collar accepted is Seresto.

**Health:** All pets must be in good health. All clients will need to certify that their pet(s) are in good health and have been free from any condition which could potentially jeopardize other client's pets. Pets that have had a communicable condition in the last 30 days will require written veterinary certification of health to be admitted. If, at any time during our care, it becomes evident that your pet is ill, you'll be notified and expected to pick up your pet immediately. If, at any time during our care, it becomes evident your pet has fleas or ticks, treatment will be applied and charged to the pet owner at a minimum rate of \$30.00. Dogs requiring special attention due to medical restrictions will be assessed by Overdale Kennel and charged an additional per day fee for any and all stays (this includes medicines that need to be administered via injection).

**Leashes and Collars:** All pets must enter and exit the facility on a leash. We ask that retractable leashes not be used. **NEW COVID-19 policy:** Our staff will place a slip lead on your dog. At that time, remove the leash from your dog and take it with you. Absolutely no personal leashes or harnesses will be allowed in the facility.

**Food:** **NEW COVID-19 policy:** All food brought to Overdale Kennel, LLC must be dumped into one of our sealable containers. Be prepared to tell staff the exact amount of food to be given at each feeding.

**Bedding:** **NEW COVID-19 policy:** No outside bedding allowed. If you would like your dog to have bedding, notify staff and we will provide bedding at no charge.

**Treats:** **NEW COVID-19 policy:** No outside treats are allowed.

**Toys:** **NEW COVID-19 policy:** Your pet is allowed one toy, provided it is new and in packaging when it comes to our facility. Toys that are not fully packaged will not be accepted.

*Behavior:* Owners must certify their dog(s) have not harmed or shown aggressive or threatening behavior towards any person. In the event that the guest will participate in daycare or group play, owners must certify their dog(s) have not harmed or shown aggressive or threatening behavior towards any other dog(s). The dogs' safety and health is our main priority. Keep in mind that although your dog is supervised when playing with other dogs, he/she still might receive an occasional nip or scratch.

We accept a limited number of fence climbers, however these dogs will not be allowed off leash in the outside exercise area. Dogs who are not social with other dogs may be boarded at Overdale Kennel, but may not participate in group play time.

*Age:* All dogs must be at least 10 weeks of age and have their first two sets of vaccinations.

*Enrollment:* Enrollment Applications are required to be turned in and approved before your dog will be accepted as a boarder or daycare participant. All dogs must have a complete, up-to-date and approved Enrollment Application on file.

*Fees:* Fees for boarders are due at check-out, unless other arrangements have been approved. Cash, check, and credit cards are accepted. A \$35.00 fee will be applied for any returned check. Holidays and peak period, a 50% non-refundable deposit is required at time of reservation.

*Hours of Operation:* Boarding check-in and check-out:

Monday-Friday: 7:00 a.m. - 8:30 a.m. and 4:30 p.m. - 6:00 p.m.

Saturday: 9:00 a.m. - 11:00 a.m. and 4:00 p.m. - 6:00 p.m.

Sunday: 11:30 a.m. - 12:30 p.m. and 4:00 p.m. - 6:00 p.m.

*After-Hours Boarding Checkout:* Because we know how much you missed your pet while you were away, after-hours pickup is available by appointment ONLY for a \$10.00 fee. This service is not available at all times.

*Reservations & Cancellations:* Reservations are required. Notification of a cancellation must be provided 10 days prior to check-in during holidays and peak periods and 48 hours prior to check-in during all other times. Deposits will be refunded if notification is received as required and we are able to fill your reservations slot, minus administrative fees. Reservations not canceled by the aforementioned time will be charged in full and invoiced to the owner. Holidays and peak periods include New Year's, Easter, Memorial Day weekend, Fourth of July week, Labor Day weekend, Thanksgiving, and Christmas. Please feel free to speak with a front desk staff member at any time for additional clarification.

I certify that I have read the Rules and Regulations and understand, and agree and intend on my own behalf, and on behalf of my agents, representatives, relatives, successors, and assigns, to be bound by all the terms and conditions contained in the Rules and Regulations.

Pet Owner Signature \_\_\_\_\_ Date: \_\_\_\_\_

Printed: \_\_\_\_\_

Pet Owner Signature \_\_\_\_\_ Date: \_\_\_\_\_

Printed: \_\_\_\_\_

Rules and Regulations are subject to change at any time without notice. This document may not be altered in any manner. Any changes will be considered null and void without written consent from the Overdale Kennel, LLC General Manager/Owner Client Agreement The agreement must be signed for your dog(s) to stay with Overdale Kennel.