

## Petopia Daycare & Overnight Stay Policies

### Hours of Operation

#### Daycare:

Monday – Friday 7:00am – 7:00pm

Sat, Sun & Holidays 10am – 5pm

#### Overnight Stays:

Monday to Friday 7:00am – 7:00pm

Sat & Sun 10:00am – 7:00pm

### Late Pick Up Charges

Daycare dogs can be dropped off anytime after opening and must be picked up before closing hours unless alternate arrangements have been made with Petopia management. A fee of \$5 per hour will be charged to dog owners for late pickups with the exception of certain membership package holders.

Charges for Overnight Stays are calculated based on a 24 hour period; however, we will allow a two (2) hour grace period for pick ups from the time of the drop off (this must be within Petopia's Overnight Stay hours). Should you exceed this limit, a \$5 surcharge per hour will be charged to your invoice.

### Reservations & Cancellations

We are happy to take advance reservations for boarding on a first-come, first-served basis. Petopia cannot guarantee care for your dog unless you have made a reservation in advance. Reservations are required for all overnight stays irrespective of length. Petopia reserves the right to turn away any dog that does not have a reservation. To make a reservation, please call us at (416) 429-7387 or email us at [info@petopia.ca](mailto:info@petopia.ca). Please keep in mind that to confirm a reservation, dogs must successfully complete the trial and evaluation process. We highly recommend scheduling early to reserve a space, particularly for overnight stays. Last minute reservations (less than 3 days prior to the first day of the stay) are subject to a \$10 last minute surcharge. As we are very busy, and try our best to accommodate you whenever possible, you must commit to your reservation once it is made. There is a minimum booking of 2 days/nights for long weekends and 5 days/nights for Christmas and March Break holidays.

A cancellation or no show fee does apply if you cancel the day of the reservation or do not show up for the reservation. During non-peak periods, the fee will be equivalent to \$10 per day for the duration of the reservation. During peak periods such as long weekends, the fee will be equivalent to 25% of the reservation total.

We require a 50% deposit for Christmas or March Break holiday reservations to hold a space for your dog. Cancellation for these periods is as follows:

### **Christmas period:**

- Cancellations made before December 1<sup>st</sup> will result in a full refund.
- If cancellations are made between December 1<sup>st</sup> to 10<sup>th</sup> we will retain 30% of the total cost of boarding.
- If cancellations are made between December 11<sup>th</sup> to 20<sup>th</sup> we will retain 40% of the total cost of boarding.
- If cancellations are made between December 21<sup>st</sup> or after we will retain 50% of the total cost of boarding.

### **March Break period:**

- Cancellations made before the last week of February will result in a full refund.
- If cancellations are made between the last week of February and the first week of March we will retain 30% of the total cost of boarding.
- If cancellations are made between the first week of March and the 2<sup>nd</sup> week of March we will retain 40% of the total cost of boarding.
- If cancellations are made between the 2<sup>nd</sup> week of March or after we will retain 50% of the total cost of boarding.

The deposit will not be refunded for reservations that are cancelled without proper notification. Deposit will be required at the time of the booking and are held with a credit card, cash or cheque. Reservations will not be confirmed until the deposit is received.

A \$20 holiday surcharge applies if your dog stays with us on any day of a long weekend. Holiday rates for Christmas and March Break will be posted on [www.petopia.ca](http://www.petopia.ca).

## **Requirements**

In order to utilize our daycare and overnight stay services, you must complete the appropriate enrollment forms and go through our evaluation process. You must schedule a trial day of daycare (please note that puppies under 9 months of age are exempt from a daycare trial but not the overnight trial) or overnight stay so that we may assess your dog's behaviour and temperament and determine if he or she is suitable for our cage-free social environment. All dogs must have a complete, up-to-date, and approved enrollment form on file. If your dog has been out of day care for six months or more, re-assessment may be required and applicable fees will be applied. ALL FORMS MUST BE SIGNED BY GUARDIAN(S) BEFORE ENROLLMENT.

Please be aware that it may take a few daycare and boarding sessions before your dog settles in to their new environment. The entire process can seem laborious and excessive but it is necessary to ensure a safe and positive experience for your dog and everyone else around them.

If at any time we decide your dog is not right for our program for their own safety as well as for everyone else's around them, please understand that it is in no way a negative comment about your dog. Rather, your dog may be better served in a different setting that better complements their personality. In most cases, we are able to provide an alternate solution (i.e. dog-walking and pet-sitting) that caters to your dog's needs.

## **Petopia Enrollment Forms**

Each client must thoroughly read, complete and/or sign the:

1. Petopia Daycare & Overnight Stay Enrollment Form
2. Vet Release Form
3. Petopia Daycare & Overnight Stay Policies
4. Petopia Daycare & Overnight Waiver
5. Petopia Credit Card Authorization Form

By utilizing our services and signing the forms, you consent that you have read it in its entirety, understand its contents completely, and acknowledge that Petopia Ltd. has limited liability regarding certain occurrences and incidents that may occur regarding your dog(s). While we take every precaution possible to ensure that all dogs in our care are healthy and safe, you must recognize that incidents will happen whenever dogs socialize together. Petopia is not liable for injuries or illness that any dog may incur while in our care. Petopia also reserves the right to quarantine, transport and/or take reasonable action regarding any dog in our care. No dog will be admitted into our care unless the above five (5) forms are fully understood, executed and verified in our systems.

## **Payments**

Payment must be made as goods and services are rendered. Petopia accepts Visa and MasterCard, as well as cash, debit, and personal checks. Please make checks payable to "Petopia". To use our daycare and overnight stay services, you **MUST** leave a credit card on file with us. There is a \$25 charge for any returned check and a \$5 surcharge per day if your credit card on file is declined or you have an overdue balance. Petopia reserves the right to terminate services or suspend memberships if unpaid balances exist and sufficient notice of unpaid balances has been given.

## **Daycare Passes**

Daycare passes are available to clients who would like to use our daycare services on a regular basis. They come in 5, 15, and 25 full and half day denominations. The following policies apply to both full and half day passes:

1. All 5 day passes will expire 30 days from date of purchase as indicated on the back of the daycare pass.
2. All 15 and 25 day passes will expire 60 days from date of purchase as indicated on the back of the daycare pass.
3. Daycare pass must be presented and punched each time your dog comes to daycare. If you are authorizing someone else to pick up your dog, make sure he/she has the daycare pass with them upon pick up.
4. Daycare passes are non-transferable and can only be used by the dog(s) that it was originally purchased for.
5. No refunds will be given for daycare passes unless your dog is excused from Petopia's daycare program by management.
6. Daycare passes have no cash value and cannot be redeemable for cash.

## Vaccinations & Stool Sample

Petopia requires that all dogs remain current with the following vaccinations: Distemper, Hepatitis, Parvovirus, Parainfluenza, Rabies and Bordetella (We require a Bordetella vaccine every 12 months). **You are responsible for providing us with an up-to-date health certificate from your vet verifying these vaccinations are current.** We will also accept titers in place of vaccinations, with the exception of the Rabies and Bordetella vaccinations. Petopia reserves the right to limit facility usage by members with expired vaccinations until valid proof of renewal is received.

## Spaying & Neutering

Petopia requires that all dogs be either spayed or neutered after they reach the age of 7 months. We reserve the right to limit facility usage by clients whose dogs do not comply with this policy.

## Flea, Tick & Heartworm Prevention

All dogs must be on a flea, tick & heartworm preventative (such as Advantage or Revolution) between May to November in order to protect all of our guests. We do not allow flea collars as they are toxic and hazardous to dogs if bitten or chewed. If, at any time during our care, a dog is noticed to have fleas, treatment will be applied and charged to the parent at the minimum rate of \$30.00. All dogs will be examined for signs of fleas at check in and will not be admitted if fleas or signs of fleas or ticks are noticed.

## Health

All dogs must be in good health. On admission, all dogs must be free from any condition that could potentially jeopardize other guests. We will not admit any dog that we believe, at our sole discretion,

to be a risk to the other animals in our care. It is your responsibility as a parent to notify us of any health related issues affecting your dog so that we can make an informed determination about how to

best care for your dog. Customers that do not inform us in a timely manner of any health issues, knowingly bring their dog to us while he or she is sick, or do not make all efforts possible to remove their dog from our facility once determined to be a risk by us will be subject to a surcharge of \$200. In addition, at our discretion, those customers may not be allowed to use our services again and in that case will forfeit any unused portion of their membership and/or daycare pass without a refund.

Please do not bring your dog to Petopia if he or she has diarrhea, a cough, vomiting, fever, worms, fleas, or has exhibited any signs of a contagious or infectious disease or illness. If your dog is found to be sick, you or your emergency contact will be notified and your dog will be isolated until you can pick him or her up. Depending on the severity of the illness, we may also take your dog to the vet for further diagnosis and treatment.

Dogs who have been ill with a communicable condition in the last 30 days will require veterinarian certification of health to be admitted or readmitted.

## Injuries

Dogs are involved in play groups throughout their stay at Petopia. Play involves tug, fetch, chase or just wrestling with other dogs. Play can result in minor nicks, bumps/bruises or possible injury to joints, ligaments, tendons, etc. Owners will be notified upon pick-up of any "play injuries". Any serious problem will be addressed immediately. While every attempt to maintain a safe atmosphere is taken, dogs will be dogs. In the event of an injury to your pet, we will take the necessary steps to care for your loved one, however all parents must assume all financial responsibility. This also applies to instances in which your pet inflicts an injury to another dog.

## Veterinary Care

At Petopia, our top priority is the health and safety of your dog. In the event your dog requires medical attention, we will make every effort to obtain the appropriate treatment for your dog in a timely manner. If we are unable to contact you for any reason, Petopia reserves the right to make decisions on your behalf for the well-being of your dog. Settlement for any veterinary bills that result from medical care for your dog will be your responsibility.

Petopia has partnered with Kingston Animal Hospital to provide 24 hour on-call veterinary service for dogs staying at Petopia. Please be advised that this service is available to provide clients peace of mind. It is not mandatory unless your dog requires emergency veterinary care.

## **Behaviour & Temperament**

All dogs utilizing our daycare or overnight stays services are temperament tested for suitability to socialize and play with other dogs. This helps to ensure the safety of all of the dogs in our care. All dogs must be non-aggressive and not food or toy protective. You will need to certify that your dog(s) have not harmed or shown any aggressive or threatening behavior towards any person or any other dog(s). Please remember that your dog will be spending time with other dogs and that their safety and health is our main concern.

Petopia reserves the right, without explanation, to restrict usage to any dog that it deems, in its sole discretion, to be unsuitable for our daycare or overnight stay services.

## **Leashes & Collars**

All dogs are required to have a quick release collar, martingale or harness with proper identification and Rabies tags on them. Please ensure that the collar is well fitted and that your dog cannot slip out of the collar. We do not accept choke chains, prong/pinch collars or shock collars at our facility. Although owners' leashes will not be used within the facility, dogs must be transported to and from Petopia with their own leashes. Petopia does not take any responsibility for any damage that may occur to your dog's leash, collar or harness while in our care. With the high number of dogs we care for at Petopia, we also highly recommend that you write your dog's name on his or her leash to ensure that there are no mix ups.

## **Identification Tag**

For safety and identification purposes, all dogs using our services must have an identification tag attached to their collars and/or harnesses with their name and phone number. If your dog does not have an ID tag, we will provide one for a charge. Furthermore, we are not responsible for any items that do not have proper identification.

## **Toys, Blankets & Beds**

Petopia will provide your dog with all the amenities including dog bed, food bowls, toys and blankets. If you would like, you may bring your dogs' own bed or blanket. This will allow us to make your dog comfortable with his/her familiar belongings at bedtime. If you choose to bring any belonging, and wish to have it returned upon checkout, please mark it clearly with a permanent marker. Please

ensure that the blanket and/or bed can fit into the washing machine as we may have to wash it if it gets dirty. We ask that you not bring toys of any sort to Petopia as it will often be misplaced or damaged. Petopia will not take responsibility for any personal belongings that you may leave with your dog at our facility.

## Crates

While we are a cageless and off-leash facility, certain activities must be conducted individually for safety reasons. We have crates in our facilities that are sometimes used to feed certain dogs, and are also used for rest and downtime for certain dogs in certain situations. We find that some dogs are more comfortable in crates so if you would like to bring your own crate, please feel free to do so. We also encourage you to bring your puppy's crate in order to maintain housetraining and crating routines. If you would like to know more about how and when we use these crates please ask.

## Food

Since different dogs eat a variety of foods, we require that you bring in your own dog food. This will help to keep your dog's dietary routine consistent, which helps minimize stress and prevents many digestive problems.

**You must package your dog's food in individual meal-size portions. Each package should represent one meal, and each meal should be clearly marked with your dogs' name and any special instructions.** Pre-packing meals in this fashion ensures that our food supply is not depleted prematurely and that your dog is fed the usual amount. Failure to adhere to this policy may result in an additional charge of \$20.

We encourage you to provide us with an extra meal in the event you are delayed in picking up your pet. If we run out of food for your dog, we will try our best to contact you and you can either purchase a bag of food from the Petopia retail store or we can provide your dog with one of our all-natural foods (such as Wellness, Canidae or Solid Gold) at \$5 per 3-cup serving. There will be a \$25 surcharge involved if we have to make a special trip to purchase a specific food for your dog.

We can also accommodate raw or BARF diets as long as you provide us with all the individual meals and proper instructions. We highly recommend that your dog eat the same food when staying with us as he or she does at home, as many dogs have sensitive stomachs and a short-term change in diet can result in vomiting or diarrhea.

## Missed meals

Due to the new environment and changes in routine, some dogs may not eat their meals while in a boarding situation. We will monitor each dog to determine if and how many meals they have missed. For the health and well-being of your dog, we would not want him or her to go more than 2 days

without a meal. As such, we may add can food to your dog's regular meal to entice him or her to eat. Given the amount of exercise and activity your dog gets at Petopia, it is important that we encourage our canine guests to eat. Canned food will be at retail prices.

## **Medications**

Petopia is able to administer any oral or topical medication. However, you will need to sign a medication authorization form, and we will follow directions on the label if in question. All medication needs to be labeled by your veterinarian, with the dog's full name. Please bring at least two extra days of medication in case you need to extend your stay. In additional, please carefully review medication instructions with a Petopia staff member at the time of reservation and check-in. We will

only administer medications in a safe and responsible manner. If you fail to comply with the above instructions we reserve the right to stop administering medications to your dog as a safety precaution.

If we are unable to contact you, we will arrange to consult a veterinarian – in most cases your dog's regular veterinarian so long as he is available. Any resulting charges are your responsibility and are due when you pick up your dog. Please remember to collect all unused medications at the time of pick-up.

## **Checking your Dog After a Petopia Stay**

When you pick up your dog after a stay at Petopia, please check him or her over thoroughly as there may be nicks or scratches hidden underneath their fur. This will help us to better ensure their health and wellbeing in the future.

## **Possible Fatigue After a Petopia Stay**

As a parent you should be aware that dogs at Petopia play hard (often for 8-10 hours) and as such are often fatigued when they return home from daycare and/or an overnight stay. It is not unusual for a dog to sleep for a few days after a visit. In fact, this is a healthy part of the dog cycle. While we do have a scheduled nap time during the day between 12 to 1:30pm, some dogs choose not to. If we do find that you dog has over exerted him/herself, we may put them in a suite or crate for some alone time and rest.

## **Possible Heavy Water Consumption After a Petopia Stay**

Please know that the dogs in our care exercise and socialize throughout the day. As a result, it is possible that your dog might come home and drink an inordinate amount of water. Water is available at all times in all of our play areas and suites. Playing hard all day is just as strenuous as working out. Even though water is available, some dogs will often forget to drink amidst all the fun and activity.

The excitement of daycare will cause a dog to pant excessively and become thirsty as a result. Refrain from allowing your dog to drink uncontrollably when you first get home as this is not good for him or her. Let your dog drink for 15 or 20 seconds, then take the bowl away. After 20 minutes or so, give him or her another drink. Repeat this for an hour or two, then your fur baby should be fine.

## Things to Monitor After a Petopia Stay

As some medical conditions take time to show their symptoms, please inform us if your dog becomes ill at home. This allows us to monitor the health and safety of all of the dogs in our care and take appropriate precautions as needed.

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I, \_\_\_\_\_, certify that I have read and understand the policies set forth on the preceding pages and that I have read and understand this agreement. I agree to abide by Petopia's policies and accept all the terms, conditions, and statements of this agreement.

Name of dog(s): \_\_\_\_\_

Guardian(s) name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_