

Petopia Daycare & Overnight Stay Policies

Please ensure you thoroughly read all sections of the policies and initial next to each section. You will also be required to provide your signature at the end of the document to certify that you have read and understand the policies set forth on the preceding pages and accept all the terms, conditions, and statements of this agreement.

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 or early drop offs (based on availability).

Charges for Overnight Stays are calculated based on a **24 hour period**; however, we will allow a **2hr 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 half or full day of daycare will be added 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. **Once your dog has passed our initial assessment and trial process, you can make a reservation through our:**

1. **online booking form (<http://petopia.ca/bookings.asp>),**
2. **email (info@petopia.ca)**
3. **or by phone ((416) 429-7387).**

Last minute reservations (less than 4 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 \$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 <http://petopia.ca/rates.asp>.

A cancellation or no show fee does apply if you cancel the day of the reservation or do not show up for the reservation and will be charged to your credit card on file. 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 1st will result in a full refund.
- If cancellations are made between December 1st to 10th we will retain 30% of the total cost of boarding.
- If cancellations are made between December 11th to 20th we will retain 40% of the total cost of boarding.
- If cancellations are made between December 21st 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 2nd week of March we will retain 40% of the total cost of boarding.
- If cancellations are made between the 2nd 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.

Requirements _____

In order to utilize Petopia services, you must fully complete all **5 enrollment forms** and go through our evaluation process. You must schedule a trial day of daycare (puppies under 1 year are exempt from a daycare trial but not the overnight trial) or overnight trial (24hr period) so that we may assess your dog's behaviour and temperament. All dogs must have complete, up-to-date, and approved enrollment forms on file. **ALL FORMS MUST BE SIGNED BY GUARDIAN(S).**

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.

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 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 cheque 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. Daycare passes are non-transferrable and can only be used for the dog it was originally purchased for. No refunds will be given for daycare passes unless your dog is excused from Petopia's daycare program by management. Daycare passes come in multi-day packages in both full and half day denominations. Please enquire with Petopia staff regarding the expiry date for the various packages.

Vaccinations _____

Petopia requires that all dogs remain current with the following vaccinations:

1. Distemper, Hepatitis, Parvovirus, Parainfluenza (DHPP);
2. Rabies;
3. Bordetella (We require a Bordetella vaccine every 12 months).

You are responsible for providing us with an up-to-date vaccination 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. **Clients must provide proof of flea prevention (either product packaging or vet invoice) before utilizing our services during this period of time.** 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.

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.

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.

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.

Leashes, Collars & Identification Tags _____

All dogs are required to have a quick release or martingale collar with proper identification and Rabies tags on them. An identification tag must be attached to your dog's collar with a legible name and phone number. **If your dog does not have the proper collar and ID tag, we will provide one at your expense.** 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 collar or leash while in our care.

Toys, Blankets & Beds _____

Petopia will provide your dog with all the amenities including dog bed, food bowls, toys and blankets. **Please do not bring your dog's personal belongings from home as this may lead to resource guarding from your dog and potential fights among the group.**

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 a few extra meals 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 or provide more food. If we cannot reach you, we will provide your dog with food from our retail store at your expense.

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, which will be added to your invoice. Given the amount of exercise and activity your dog gets at Petopia, it is important that we encourage our canine guests to eat.

Medications _____

Petopia is able to administer any oral or topical medication. 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 addition, 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.

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: _____