

The Mutt Manor

Boarding Policies and Procedures

In order to board my dog(s) at The Mutt Manor, I agree to the following:
(Please initial all)

_____Application and Waiver: **All dogs must have a complete, signed up-to-date boarding Intake Form, Policies and Procedures, Waiver of Liability, and vaccination history on file.** Please bring in copy of vaccinations if your dog(s) have been to the vet since their last stay. All other forms are good unless changes in medication or feeding need to be updated.

_____Boarding Drop Off/Pick -up: Boarding drop off and pick-up is to be scheduled at time of reservation. Most reasonable requests can be accommodated for times between 7:30 am and 8:00 pm. I have other commitments and responsibilities and am not at the facility at all times. I make my daily schedule based on those other commitments and plan my visits accordingly to take care of the dogs and maximize my time there. Drop Off/Pick Up on the weekends and holidays are not as flexible, but can probably be accommodated. However, if an extreme time is needed or client changes their agreed upon time at the last minute, a convenience fee will be charged. All drop off and pick up times are prearranged and mutually agreed upon. I understand that "life" happens, but please respect my time and do not have me waiting for you to show up. **More than 20 minutes of waiting past our agreed upon time and a \$20 convenience fee will be charged.** Repeat offenders of being late will be possibly cause me to refuse boarding for you in the future.

_____Payments: Boarding fees may be paid with credit card, check or cash. One-half of expected boarding fees are due at drop off if dog is staying for more than a week. The balance of boarding plus any additional services rendered and/or convenience fees are due at time of pick up.

_____Reservations: **Reservations are required.** To hold a spot for your dog(s) at least a month in advance requires a \$25 deposit per kennel (said deposit will then be applied to your one-half of expected boarding fees). That deposit will be refunded if you cancel your reservation at least 7 days from expected drop off. A deposit will only be refunded within 7 days of planned drop off if the kennel is booked by another client for the same date(s).

_____Cancellations: Boarding reservations may be cancelled at any time, however deposits are refundable ONLY if you cancel your reservation 7 or more days in advance unless we are able to re-book the reservation. If The Mutt Manor must cancel your reservation, a full refund of your deposit will be returned.

_____No Shows: If you do not show at agreed upon drop off/pick-up time, a convenience charge will be applied. If you do not show up at all for a reserved stay for your dog, you will forfeit your

deposit (if you had one) and/or will be required to pay a convenience fee prior to any services from The Mutt Manor or Mutts, Manners, and More, LLC.

_____Leash: **All dogs must be on leash** when arriving or leaving the property (even if you carry your dog, it must be on a leash).

_____Permanent Identification: Dogs may not be allowed to wear collars, harnesses, vests, etc. once in their kennel. This is for the dog's safety to prevent entrapment or strangulation.

_____Right to Refuse Service: **The Mutt Manor reserves the right to refuse or suspend any and all service to anyone for any reason.**

_____Health: I certify that the representation of my dog's health is accurate on the intake form. I acknowledge that it is my responsibility to keep The Mutt Manor up to date on any changes in my dog's health and physical condition. I also certify that my dog is free of fleas and ticks, and from any condition(s) that could potentially affect the health of other dogs. Dogs who have been ill with any communicable disease in the last 30 days require a veterinarian's release to be allowed in the boarding facility.

_____Toys and Bedding: We allow bedding as long as it can be laundered. We also allow toys as long as they have no squeakers. We do not allow rawhides or any toy that we deem may be a choking hazard. Please ensure all bedding is clean and flea-free. The Mutt Manor is not responsible for any bedding or toys that are destroyed by your dog during their stay.

_____Food When Boarding: To prevent stomach upset, **we require that you bring the food your dog is used to eating.** You may bring the food in bags (with premeasured amounts) or in a larger container/bag. Please provide complete feeding instructions on the intake form. Dogs will be fed as close to their normal feeding schedule as possible (once or twice a day). If additional feeding times are required, there will be a convenience fee charged. If your dog requires a special feeding dish (slow feeder or elevated feeder), please bring that with your dog. **The Mutt Manor will provide food bowls and water buckets for all boarders unless a special accommodation needs to be made.** In the event that you did not bring enough food for your dog, we will either feed food that we provide (Diamond Naturals, chicken based) or we will attempt to purchase the same food. A convenience fee will be charged plus you will be responsible for the cost of the purchased food.

_____Medication: We are happy to give oral or topical medications as needed if they can be administered at feeding times. If medication is to be given at different times of the day, a convenience fee will be charged. **A Medication Intake Form will need to be completed for all medications that need to be administered.** All medications need to be brought in in their original container with your dog's name on it. We are able to give injections.

_____Personal Property: I acknowledge that The Mutt Manor will not be held responsible or held liable for any lost, stolen, or damaged personal property belonging to either me or my dog. If my

dog causes any damage to The Mutt Manor facility or equipment, I understand that I may be held responsible for the cost to repair or replace.

_____Behavior: We accept all breeds of dogs. We also accept dogs that do not get along with other dogs or who are reactive toward other dogs. These dogs will get the same love and attention as all the other dogs. **We DO NOT accept dogs who have shown or have a history of aggression to people.** Please be clear on the intake form if your dog has ANY issue with other dogs.

_____Medical: If my dog becomes ill or is deemed to be in need of immediate medical attention, I understand The Mutt Manor has the right to administer aid and/or use any available veterinarian (my personal vet will be contacted first). I acknowledge that if possible, I will be contacted before The Mutt Manor seeks medical attention. I also agree to pay all expenses incurred for medical treatment.

_____Authorized People to Pick Up: Please indicate on the intake form all possible people who may pick up your dog. To ensure the safety of your dog, this person may be required to present a valid picture ID on pick up.

_____Age Requirements: **Puppies must be at least 16 weeks old to board with us and must have all of their puppy inoculations including rabies.**

_____Spay/Neuter Requirements: Dogs do not have to be spayed or neutered to board with us, however, we cannot accept "in heat" females for boarding if any other dogs are being boarded at the same time. If a female comes in heat while boarding with us, she may be kept separate depending on how the other dogs in the boarding facility are reacting.

_____Exercise Time: Each dog will be allowed to exercise either in the outside play area or inside the Mutts, Manners, and More building (depending on weather) twice a day for 10-15 minutes. Exercise time will be individual or with dogs from the same family (if they get along). **Dogs from separate families will NOT be exercised together.** If your dog requires additional exercise time (ie they refuse to use the bathroom in their outside run) or you request extra exercise time, a convenience fee may be applied.

_____Flea/Heartworm Control: Dogs must be on some type of flea control. Dogs will be inspected for fleas prior to being boarded. If fleas are found, treatment will be given immediately at the expense of the owner (either Frontline or Capstar will be administered). It is also preferred that dogs are on heartworm control. If visible worms are found in a dog's feces, a convenience fee will be charged due to the immediate clean up and disposal that is required.

_____Vaccines: **Proof of rabies and the core vaccinations for Missouri from a veterinarian are required.** If you vaccinate your own dogs, a recent health certificate from a vet (no more than 30 days old) must be provided. Titters are an acceptable proof of vaccines. Bordetella (kennel cough) is not required but is recommended. Because the Bordetella vaccine does not immunize all

dogs against all strains of canine cough, The Mutt Manor will not be held responsible for any dog exhibiting symptoms of kennel cough that the owner feels was contracted while in our care.

_____Safety of Dogs/Humans: In the event that dogs from the same household who are kenneling together/exercising together, become reactive to each other (the stress of being away from home and in an unfamiliar environment can cause this), The Mutt Manor will reserve their right to exercise and/or house separately. **Individual boarding rates may then be applied.** The Mutt Manor also reserves the right to limit exercise time if a dog cannot be safely taken out and put back in their kennel. The owner will be notified immediately should a situation occur where the dog is endangering the safety of anyone associated with The Mutt Manor.

_____Changes: The Mutt Manor reserves the right to change policies, procedures, services, and/or adjust rates without notice. While we will attempt to notify you of these changes, it is ultimately your responsibility to be aware of current policies and rates.

_____Abandonment: I understand that if I do not pick up my dog at all, The Mutt Manor will proceed according to the guidelines provided by Missouri Statutes for Animal Neglect and Abandonment. I understand that I will be fully responsible for all attorneys' fees and associated costs if I abandon my dog.

_____Photos and Videos: I give my permission for The Mutt Manor to take photographs, and/or videos and to use the images/videos of my dog in printed manner, internet sites, or other promotional or advertising capacities. Photos and videos are the property of The Mutt Manor.

Signed: _____

Printed Name: _____ Date: _____

Dog Name:

Owner Name:

Address:

Phone Number:

Alternate Contact/Number:

Vet Clinic/Number: