

THE DOGGY PORT & THE CONTINENTAL: POLICIES AND PROCEDURES

GENERAL POLICIES

1. Vaccination Requirements

- All pets (dogs and cats) must be up-to-date on vaccinations and provide proof from a licensed veterinarian.
- **Dogs:** Rabies, Bordetella (kennel cough), and DHPP/DHLPP (Distemper combination).
- **Cats:** Rabies and FVRCP.
- Vaccination records must be submitted before check-in and updated regularly. Pets without proof of vaccinations will not be accepted.

2. Parasite-Free Pets

- All pets must be free of parasites, including fleas, ticks, and intestinal parasites. Pets found with fleas or ticks will receive immediate treatment at the owner's expense.

3. Health or Medical Problems

- Occasionally, daycare and boarding activities may expose hidden medical conditions or aggravate existing ones. This can occur during or after your pet's stay.
- All medical expenses incurred for veterinary care are the responsibility of the pet's owner.

4. Aggression Policy

- The Doggy Port & The Continental reserve the right to terminate services immediately if a pet displays aggressive behavior towards staff, other pets, or owners.
- Clients must notify staff in advance if their pet has a history of aggression, fear, or behavioral challenges so appropriate preparations can be made.

5. Accidents and Injuries

- Although rare, there is always a risk when pets interact in daycare or boarding. Incidents such as minor cuts, scratches, or injuries from play with other pets can occur.
- In the event of an accident, owners will be notified immediately. If urgent veterinary care is required and the owner is unavailable, The Doggy Port & The Continental will seek immediate medical assistance. All associated costs will be the responsibility of the pet's owner.

6. **Veterinarian Authorization/Medical Emergencies**

- By signing this agreement, owners grant The Doggy Port & The Continental full authorization to seek medical treatment from the nearest licensed veterinarian in case of emergencies while their pet is in our care.
- All veterinary costs incurred will remain the responsibility of the pet's owner.

7. **Pet Abandonment Policy**

- Pets not picked up within 72 hours of their scheduled check-out time will be considered abandoned, and appropriate authorities will be notified. Owners remain responsible for all accrued boarding and care fees.

8. **Emergency Contact Information**

- Owners must maintain updated emergency contact information on file, including at least one alternate contact.

DAYCARE POLICIES (DOGS ONLY)

1. **Eligibility**

- Dogs must be at least 5 months old to attend daycare.
- All dogs over 6 months of age must be spayed or neutered.
- Dogs with a history of aggression or severe anxiety are not eligible for daycare.

2. **Arrival and Departure**

- Dogs must arrive on a leash with a flat, quick-release collar. Prong, choke, or buckle collars will be removed during playtime.
- Late pick-ups after closing time (7 PM) will incur a \$20 fee.

3. **Health Requirements**

- Dogs must be in good health and free of illness or injury. Owners certify their pet's health upon signing this agreement.

BOARDING POLICIES (DOGS AND CATS)

1. **Check-In and Check-Out Times**

- **Check-in:** 7:00 AM – 7:00 PM.
- **Check-out:** Before 10:00 AM. Pets checked out after 10:00 AM will incur an additional fee of \$30 for up to 6 hours, plus \$5 per additional hour beyond that.

2. **Feeding and Medication**

- Owners must provide pre-portioned meals for their pet's stay, labeled with the pet's name and feeding instructions.
- Medications must be provided in their original packaging with clear instructions. A \$10 daily medication administration fee will apply.

3. Bedding and Personal Items

- Clean bedding is provided for all pets. Personal items are discouraged but, if provided, must be labeled. The Doggy Port & The Continental are not responsible for lost or damaged items.

4. Late Pick-Up and Abandonment

- Late pick-ups after 7 PM will incur a \$20 fee.
- Pets not picked up within 72 hours will be considered abandoned, and authorities will be notified.

ADDITIONAL SERVICES AND FEES

1. Flea and Tick Policy

- Pets found to have fleas or ticks will receive an immediate bath using specialized flea treatment shampoo. The full cost of the service will be charged to the owner, along with a \$10 flea surcharge to cover additional expenses for laundering and disinfecting.
- Owners are responsible for ensuring their pets are treated with flea and tick preventatives before bringing them to daycare or boarding.

2. Late Pick-Up Fees

- Daycare pick-ups after 7 PM: \$20 per incident.
- Boarding check-outs after 10:00 AM: \$30 for up to 6 hours, plus \$5 for each additional hour.

3. Emergency Veterinary Care

- In case of a medical emergency, The Doggy Port & The Continental will seek immediate veterinary care. All associated costs are the responsibility of the owner.

PAYMENT POLICY

1. Accepted Payment Methods

- We accept cash, credit/debit cards, Apple Pay, and Samsung Pay.

2. Credit/Debit Card on File

- All clients are required to keep a valid credit or debit card on file for billing purposes.

3. **Non-Refundable Fees**

- All fees, packages, and deposits are non-refundable and non-transferable.

WAIVER AND AGREEMENT

1. I represent that I am the legal owner of the pet(s) described in this agreement.
2. I waive and release The Doggy Port & The Continental, their employees, and agents from all liability for any injury, illness, or damages my pet(s) may experience.
3. I agree to indemnify The Doggy Port & The Continental from claims arising from my pet(s)' behavior, including harm to others or property.
4. I certify my pet(s) is in good health and free of contagious diseases, fleas, or ticks.
5. I understand all fees are non-refundable and agree to maintain up-to-date credit card information on file.
6. I consent to my pet(s) being photographed or videotaped for promotional purposes.
7. I understand that services may be terminated if my pet(s) exhibit aggression or unsafe behavior.
8. I agree to pay all fees, including late pick-up, medication, and additional services, as outlined in this agreement.

ACKNOWLEDGMENT AND SIGNATURE

By signing below, I agree to all the policies, terms, and conditions stated above and certify that the information provided is accurate.

Signature: _____

Date: _____