



Charlie's Doghouse, Inc.

“Where Your Pets Come to Play”

General Information and Policies

The purpose of Charlie's Doghouse is to provide a safe, fun and stimulating social environment for dogs. To ensure the safety and health of your pet and our staff, we require all guests to comply with the following rules and regulations.

Daycare Services

Charlie's Doghouse will provide daycare services to your pet during the hours of operation, which are 6 a.m. to 6:30 p.m. Staff will be trained in dog behavior and will exercise reasonable judgment in all situations while they are in our care. We will give them food and medication as directed by you. After closing time, a rate of \$10 per half hour will be charged. Dogs not picked up by 8 p.m. will be boarded for the night.

Cage-Free Boarding

This service includes a full day of daycare. Dog will sleep pack-style in a cage free living room with their overnight caretaker. Crates will be available if your dog prefers his own space. If only a few dogs are spending the night, they may be cared for at a staff member's home, with your permission. They will be fed twice a day. Reservations are required. A 24 hour cancellation notice is required—48 hours for holiday weekends to accommodate guests on a waiting list.

Kennel Boarding

Suites are available for dogs just prefer a more traditional kennel-like environment for sleeping. This service also includes a full day of daycare. Check-out time is 24 hours from the time you checked in. If more time is needed a \$15 daycare charge will apply, unless other arrangements have been made. Reservations required. Due to limited space, a 48 hour cancellation notice is required.

Holiday Reservations

For boarding on and around major holidays such as: Spring Break, Christmas, Thanksgiving, Memorial Day, and Labor Day... etc. may require a non-refundable 50% deposit to ensure your reservation.

Age

All dogs must be 8 weeks of age or older.

Sex

All pets 6 months or older must be spayed or neutered. Unaltered show dogs may be accepted at our discretion.

Behavior

To be accepted for daycare and boarding, all dogs must be temperament tested to show that they are non-aggressive towards other dogs or people. Owners will certify their dogs have not harmed or shown any aggressive or threatening behavior towards any person or any other dog(s). Please

remember: your pet will be spending time with other pets and the safety and health of all animals is our main concern.

Payment for Services

We accept cash, check, or credit card. Payment for Charlie’s Doghouse services are due either in advance or at the time of pick-up. If you are making payment in advance, please refer to our refund policy. There will be a \$25 fee for any returned checks.

Refund Policy

Any or all refunds are given as facility credit. This credit can be used for any services offered and available at Charlie’s Dog House, Inc. This excludes holiday deposits, these such deposits are non-refundable nor will be eligible for facility credit.

Health and Behavior

A signed certification is required, stating that your pet is in good health and has all the required vaccinations. Dogs are also required to be on a flea and tick preventative year-round. If they are found to have fleas or ticks, they will be removed at your expense. We reserve the right to refuse admittance to daycare, if your animal appears sick or injured.

Emergencies

Charlie’s Doghouse will strive to provide a safe and fun environment for your pet. Sometimes, in spite of the best care and due diligence, emergency situations arise. If your pet becomes ill or injured, we will attempt to contact you. If you cannot be reached, we reserve the right to have them treated by your vet or ours, depending on the urgency of the situation. You agree to allow us to act in the best interest of your pet and to pay or reimburse Charlie’s Doghouse for these services.

Photo Release

Your dog may be photographed or recorded while at Charlie’s Doghouse. Charlie’s Doghouse will be the sole owner of such photos/recordings and will reserve the right to use them for display on the website or for advertising.

Abandoned Pets

If your pet is abandoned at Charlie’s Doghouse, we will follow the Abandoned Pet Procedure, as outlined by state law. We will attempt to contact you, including sending a certified letter to the address given on the application. If your pet is not picked up within 10 days of the scheduled pick-up date, your dog will be taken to Animal Control OR a certified rescue. You will be responsible for all cost incurred during this time including, but not limited to, court costs and legal fees for the collection of such costs.

I certify that I have read and understand the rules set forth in this agreement and agree to abide by these rules and statements set forth in this agreement.

Client Signature _____ Date _____

Manager Signature _____ Date _____