



Hattie's Doggie Day Care & Boarding Purpose and Policies

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Purpose

The purpose of Hattie's Doggie Day Care & Boarding (Hattie Larlham Community Services dba Hattie's Doggie Day Care & Boarding) is to provide a cage-free, safe, fun and loving environment for your dog(s) to stay while you are away. A team of staff, including people with disabilities and their supported employment coaches, provide care and leisure activities for you dog(s).

Hours of Operation and Rates

Daycare Hours: Mon - Fri: 6:30am – 7:00pm
Sat/Sun/Holidays: 7:30am – 7:00pm

Daycare Rates: Full Day = \$25
Half Day = \$15 (less than four consecutive hours)
Daycare Packages: Available at a reduced rate, please inquire at reservation
*guests picked up after 7pm are subject to a \$5 late fee or boarding rate charge

Boarding Rates: 1st Dog = \$39 per night
Each Additional Dog (staying in same suite) = \$25 per night

Boarding Hours: Mon – Fri 6:30am – 7:30pm
Sat/Sun/Holidays 7:30am – 7:30pm

Boarding Drop-Off: Guests must check-in before 6pm.

Boarding Pick-Up: Check-out is at noon, daily. Guests checking out between 12pm and 7pm will be charged a daycare fee for each dog.

Vaccination Requirement Policy

All guests must be current on their vaccinations and preventatives 7-10 days prior to their first day of reservation. Owners are required to provide proof of the following from their veterinarian:

- ◆ Rabies
- ◆ Bordetella
- ◆ DHPP
- ◆ Leptospirosis
- ◆ Annual Fecal Exam with negative result
- ◆ Systemic Flea Preventative
- ◆ Heartworm Preventative

*Please consult with your veterinarian for proper treatment and administration of vaccines and preventative

POLICIES, PROCEDURES AND DOG RELEASE, WAIVER OF LIABILITY, ASSUMPTION OF RISK AND INDEMNIFICATION AGREEMENT: (To ensure the safety and health of your dog(s), other guests, and staff, all guests must comply with the following policies)

- CANCELLATION: Customers are asked notify the facility within 48 hours for courtesy to others who may be able to use the reservation space.
- A current information packet and vaccination record must be received 48 hours in advance before attending Hattie's Doggie Day Care & Boarding. It is your responsibility to notify staff of any changes or updates to your dog's information.
- AGGRESSIVE DOGS: Although we love all dogs, due to the nature of our program and the safety of everyone including other dogs, understand that aggressive dogs are not permitted to attend daycare or be boarded at our facilities.
- SPAY/NEUTER: Adult dogs are required to be spayed/ neutered before attending daycare. Puppies attending daycare should be spayed/ neutered by 12 months of age. Puppies who are not altered within this time frame will be asked to pause daycare attendance until spay/ neuter has occurred. Dogs that are not spayed/ neutered within designated time frame are permitted to board overnight, but will not be socialized with other dogs.
- TEMPERMENT TEST: All dogs must schedule a temperament test with Hattie's Doggie Day Care & Boarding prior to their first daycare visit and/or boarding stay. This test is free of charge to owner and utilized to observe each dog's social disposition and best approach to their care.
- NON-SOCIAL GUESTS: Hattie's Doggie Daycare & Boarding reserves the right to determine if your dog(s) hold the proper temperament and social disposition to be socialized in play groups. All dogs are given a period of time for adjustment and temperament assessment prior to determining a dog to be non-social. Owners will be communicated with upon any behavior or incident that indicates their dog may not be appropriate for socialization with other guests. Non-social guests without aggressive tendencies may be permitted to attend during daycare hours with an additional \$5 fee per day applied.
- Because we are an open play facility, your dog must be non-aggressive. Hattie's Doggie Day Care & Boarding reserves the right to separate or refuse to accommodate your dog if such behaviors are displayed for the safety of staff and other guests.
- All guests must be free from stitches and/ or any condition that could potentially jeopardize themselves or other guests.
- Should Hattie's Doggie Day Care & Boarding staff deem your dog as needing medical attention; reasonable attempts will be made to contact you prior to contacting a veterinarian. As the owner, you will be responsible for any charges incurred in providing care for your dog.
- Although hours of daycare operation are 6:30am to 7:00pm, staff will be onsite to care for overnight guests between the hours of 6:30 a.m. and 7:30 p.m. Guests will be escorted to and remain in their private room during all times staff is not available for immediate supervision.
- Owner must understand that our leash-free environment gives the dogs the opportunity to play in close physical contact (including nose-to-nose) with each other. Being pack animals, dogs play with their teeth and paws and can be unpredictable in nature.
- As a result, no amount of supervision, sanitation or personalized care from Hattie's Doggie Day Care & Boarding can be 100% certain to prevent a dog from being injured or contracting an airborne virus or communicable disease. Owner understands these risks are inherent to the services and hereby releases Hattie Larlham Doggie Day Care & Boarding, its employees or other agents, from any and all losses, damages, costs and expenses arising out of or in connection with any injury, communicable disease, damages related to such medical care or transport. Furthermore, the Owner agrees to be held solely responsible for any and all acts and behavior of said pet while in the care of Hattie's Doggie Day Care & Boarding, including payment of costs for injury to staff or other animals or damage to facilities directly by the pet.
- Hattie's Doggie Day Care & Boarding staff will inform owners of any coughing or sneezing noticed in any dog with the acknowledgement of the owner that Hattie Larlham employees are not veterinarians and do not have backgrounds in animal medicine but do care to ensure the health and safety of your dog.
- Owners should inform staff of any symptoms noticed in their dog after attending Hattie's Doggie Day Care & Boarding. A dog must be symptom-free before returning. If put on antibiotics for a contagious illness, they must wait five days before returning or follow vet recommendation if suggestion is longer.
- In order to maintain a sterile and clean environment for your pet, Hattie's Doggie Day Care & Boarding does use some potentially harmful chemicals in the cleaning processes. Chemicals are stored in locked cabinet and are not used in direct contact with any canine guest. Chemicals are always measured and diluted to guidelines provided by consultation with local veterinarian.
- Non-injectable medications/vitamins may be administered by Hattie's Doggie Day Care & Boarding staff as needed, for an additional fee of \$2 per day, per dog. Medications requiring injections are not permitted.
- Although not preferred, house dog food can be provided for an additional fee of \$2 per day, per dog if requested. Owners should understand that sudden changes to food is a common cause for upset stomach and disrupts the digestive process in most dogs. This can lead to a variety of symptoms and discomfort for your dog.
- All fees must be paid at the time of pick up.
- The Owner and his/her other representatives or agents (the "Releasers") hereby release and hold harmless Hattie Larlham Care Group, Hattie Larlham Community Services and Hattie Larlham Community Services dba Hattie's Doggie Day Care & Boarding ("Releasees") and their employees, representatives, agents or officers from and against ANY AND ALL INJURY, LIABILITY, CLAIMS, LITIGATION, ACTIONS, SUITS, COSTS, LOSSES, DAMAGES, EXPENSES OR DEMANDS (including reasonable attorney's fees) OF EVERY CHARACTER WHATSOEVER on account of, arising out of, resulting from or relating in any way to (i) any act or omission of the Releasees, including negligence, and (ii) my or my dog's participation in activities at Hattie Larlham Doggie Day Care & Boarding, or otherwise. I FURTHER AGREE TO INDEMNIFY, SAVE AND HOLD HARMLESS the Releasees from any claims, litigation, actions, suits, damages, costs, attorney's fees, losses or injuries as the result of any such claim. I AGREE THAT THIS RELEASE SHALL BE BINDING ON ME AND MY SUCCESSORS, HEIRS, LEGAL REPRESENTATIVES AND ASSIGNS. I ALSO EXPRESSLY AND FOREVER RELEASE HLDDC FROM ANY DUTY TO PROTECT ME OR MY DOG(S) FROM INJURY OF ANY KIND, AND AGREE THAT EVEN IF HLDDC CHOOSE TO IMPLEMENT SAFETY PRECAUTIONS, SUCH ACTIONS SHALL NOT ALTER THE FACT THAT I HAVE RELEASED HLDDC FROM ANY DUTY TO PROTECT ME OR MY DOG(S). I ALSO RELEASE RELEASEES FROM ANY LIABILITY OR RESPONSIBILITY FOR ANY VETERINARY RESPONSIBILITY OR CARE OF MY PET FOR ANY REASON. I HAVE READ AND FULLY UNDERSTAND THE TERMS OF THESE POLICIES, PROCEDURES AND DOG RELEASE, WAIVER OF LIABILITY, ASSUMPTION OF RISK AND INDEMNITY AGREEMENT" (THE "AGREEMENT") AND UNDERSTAND THAT I HAVE GIVEN UP SUBSTANTIAL RIGHTS BY SIGNING IT AND HAVE SIGNED IT FREELY AND VOLUNTARILY WITHOUT ANY INDUCEMENT, ASSURANCE OR GUARANTEE AND INTEND IT TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO THE GREATEST EXTENT PERMITTED BY LAW AND AGREE THAT IF ANY PORTION OF THIS AGREEMENT IS HELD TO BE INVALID OR UNENFORCEABLE, THAT THE REMAINDER OF THIS AGREEMENT SHALL REMAIN IN FULL FORCE AND EFFECT.
- By signing below, I certify that I have read and understand and the Hattie Larlham Doggie Day Care & Boarding policies as written and accept all terms, conditions, and statements of this agreement.

- Owner's Signature: _____
- Date: _____
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