

Hattie's Doggie Day Care & Boarding Purpose and Policies



2778 Greensburg Road, Suite A
North Canton, Ohio 44720
Phone: (330) 899-8565
Fax: (330) 899-8641

18200 Brookpark Road
Cleveland, Ohio 44135
Phone: (216) 999-7352
Fax: (216) 999-7355

7996 Darrow Road
Suite 40
Twinsburg, OH 44087
Phone: (330) 405-0624
Fax: (330) 732-2551

Purpose

The purpose of 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

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

Daycare Rates: Full Day = \$20
*if picked up after 7:00pm a \$5 late charge will be added
Half Day = \$15 (less than four consecutive hours)

Boarding Drop Off/ Pick Up: Mon-Fri: 6:30am – 9:00pm
Sat/Sun/Holidays: 7:30am – 9:00pm

NEW! Boarding Rates: 1st Dog = \$37 per night
Each Additional Dog = \$25 per night

Boarding rate ends at noon each day. Boarding guests picked up between 12pm & 6pm will be charged \$20 daycare fee for each canine. After 7:00pm, a \$5 late fee will apply to each canine.

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)

- **NEW!** Cancellation: Hattie's Doggie Daycare & Boarding does not charge a deposit fee for reservation but asks the customer to notify the facility within 48 hours for courtesy to others who may be able to use the reservation space.
- **NEW!** All guests must be current on their vaccinations and preventatives (Rabies, Bordetella, DHLPP, and annual fecal exam). All owners are required to provide proof of vaccinations and annual fecal exam.
- A systemic flea preventative should be applied no less than the manufacturer recommends for dogs attending. Heartworm preventative is required as prescribed by your veterinarian.
- **AGGRESSIVE DOGS.** Although we love all dogs, due to the nature of our program and the safety of everyone including other dogs, I understand that aggressive dogs are not permitted to attend daycare or be boarded at our facilities

- Because we are a non-cage 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 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 6:30 a.m. to 7 p.m., Hattie's Doggie Day Care & Boarding staff will be onsite to care for overnight guests between the hours of 6:30 a.m. and 9:00 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 are 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. These chemicals may include, but are not limited to: Bleach, Laundry Detergent, Pine sol, Comet, Dish soap, Lifeguard 256, Lysol Disinfectant.
- 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.
- Your dog must have a current application/information packet and current vaccination records 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.
- All fees must be paid at the time of pick up.
- All other representatives or agents (the "Releases") 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 Releases, 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 Releases 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 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: _____