



## Boarding / Day Care Policies & Requirements

For the safety of all animals and staff at Chrissy's Castle of Critters, we have developed a comprehensive screening process and require that we meet all dogs prior to their stay with us. This is a vital and necessary part of ensuring a safe environment for all guests. **WE DO NOT TAKE AGGRESSIVE DOGS.** This type of kennel-free facility may not be suitable for all pets and Chrissy's has the right to refuse certain dogs based on their temperament and/or behavior. We realize that all dogs are individuals and may act up or not be on their best behavior during evaluation. Not to worry - our staff is trained to look for specific items, so your dog is not expected to be "perfect" upon presentation. Requirements for dogs being considered for Boarding or Doggie Day Care are as follows:

- ✓ Dogs must visit our facility with their owners prior to their stay with us
- ✓ All pets able to wear a collar are required to use it during service
- ✓ Dogs must be non-aggressive toward people or other dogs and be free of food / toy / space issues
- ✓ All dogs must have written proof of current vaccinations (Rabies, DHPP, and Bordetella)
- ✓ All dogs must be on flea/tick/heartworm preventatives. We are extremely strict on this policy and **THERE ARE NO EXCEPTIONS.** In addition, you must be prepared to show proof of purchase of these items if asked.
- ✓ Written proof of a clean fecal sample taken within one year
- ✓ All required forms must be filled out and signed and proof of vaccinations must be submitted prior to any dog staying at our facility (forms may include, but are not limited to, Enrollment Form, Boarding/Day Care Policies & Requirements, and Medical Authorization)

Payment: One half (½) of the total listed on the "Estimated Payment Breakdown" form is due at the time of drop off (make checks payable to "Chrissy's Castle of Critters"). If your pet is staying at our facility more than one day, the day of drop off is considered the "Start Date," and the day you pick up your pet is considered the "End Date." Owner must pay in full for both of those days regardless of the times of drop off or pick up. Upon receiving our invoice, payment is expected in full regardless of any discrepancies, and if at a later time it is determined a refund is due you, the refund will be given at that later time.

Additional fees: A \$15.00 "Late Pick Up" / "Late Drop Off Fee" will be added for late pick ups or late drop offs (30 minutes or over the agreed-upon time) regardless of circumstances beyond your control (traffic, flight delays, etc.). Cancellations must be made no later than 48 hours prior to the "Start Date" or a \$15.00 "Late Cancellation Fee" may apply as well.

Check In / Out times: Because Chrissy's is a private boarding facility, check in/out times are on a strict appointment basis only, and for the safety of all animals we do not allow any unscheduled visits. Please be respectful of this and stick to the agreed upon time for drop off or pick up.

Holidays: A \$10 charge for each pet will apply on Holidays, and our facility will be closed to the public on those days (see our Price List for a complete list of Holidays). Please be aware that although we are closed for Holidays, our staff is on duty caring for all animals 24/7/365 - Holidays are no exception.

I HAVE READ THE ABOVE POLICIES, I UNDERSTAND THEM, AND WILL ADHERE TO THEM:

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OWNER'S SIGNATURE

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PRINT NAME & DATE