

❦ DOG PLAYCARE & DOG BOARDING POLICIES ❦

Down Home Dog Resort & Training reserves the right to modify your dog's Boarding or Playcare type and/or to offer or decline additional services if deemed necessary to ensure the health and well-being of your dog, other dogs, or our staff. (Additional charges may apply.)

VACCINATION & HEALTH REQUIREMENTS

At Down Home Dog Resort & Training, we require proof of up-to-date vaccinations and flea/heartworm prevention from your veterinarian. A paper copy of these records must be submitted and kept on file in your dog's registration account. Please ensure your vet records are current to avoid any delays in services.

➤ **Vaccinations:** All dogs must be current on age-appropriate vaccinations for:

- Rabies
- Bordetella
- DHPP

Leptospirosis and Lyme vaccines are highly recommended but not required.

✓ **Bordetella**

A booster every 6 months is highly recommended but not required; however, it must be updated annually.

- ✓ Vaccinations must be administered **at least 3 weeks** before the start of your reservation (if they have lapsed or are being given for the first time), or **at least 72 hours** prior (5 days preferred) if they are just being boosted and have not lapsed. This allows time for the vaccines to take effect.

Important Note: Bordetella and canine influenza vaccines do not guarantee full immunity, but they help reduce the severity of symptoms and the shedding of infectious agents. Preventing exposure to these organisms remains crucial.

➤ **Flea Prevention**

- All dogs must be current on flea prevention.

➤ **Health Policy**

- If your dog shows any symptoms of illness—such as sneezing, coughing, runny eyes or nose, vomiting, lethargy, or diarrhea—please refrain from bringing them to Boarding or Playcare.

*If your dog exhibits any of these symptoms while in our care, they will be quarantined, and you will be contacted to determine the appropriate next steps. Your dog will not be allowed to interact with others until they are deemed non-contagious. If your dog is sick and shows visible symptoms, we will contact you for immediate pickup. **If you are unable to pick up your dog, a \$20 daily quarantine fee will apply.** This helps prevent the spread of infectious diseases.*

➤ **Flea and Tick Treatment**

- Dogs found with fleas or ticks will be treated at the owner's expense. They will not be permitted to participate in Boarding or Playcare until treated and cleared of pests.

➤ **In-Heat Policy**

- Un-spayed females in heat will not be accepted. We do accept un-neutered males and un-spayed females (not in heat) for Boarding and Playcare, but only with prior approval. Down Home Dog Resort & Training is not responsible for unplanned breeding. If your dog goes into heat during their stay, we will contact you for immediate pickup. If you cannot pick up your dog, a \$20 per day fee will apply.

PLAYCARE & BOARDING RESERVATION POLICIES:

➤ **Rates and Hours of Operation**

- Our current rates and hours of operation are available in the office and online. Down Home Dog Resort & Training reserves the right to adjust rates and fees for services at any time, without prior notice.

➤ **Reservations and Cancellations**

- All stays require a reservation. Deposits may be necessary for extended stays or bookings during holiday/peak seasons.
- *Effective 05/01/2023: All bookings will be automatically considered confirmed within 48 hours of the scheduled start date and time.*

➤ **Cancellation Policy:**

- **For Regular Bookings:**
Cancellations must be made **at least 48 hours** before the scheduled stay.
- **For Peak Season Bookings (Memorial Day through Labor Day):**
Cancellations must be made **at least 72 hours** before the scheduled stay.
- **For Main Holiday Bookings (Thanksgiving / Christmas / New Year's / Easter / Fourth of July)**
Cancellations must be made **at least 12 days** before the scheduled stay.

➤ **Cancellation and No-Show Fees:**

- Cancellations made within 48 hours of a regular booking (*or 72 hours for holiday bookings*) may incur a late cancellation fee of up to **50%** of the total booking cost.
- No-shows for scheduled Playcare or Boarding will be charged a **100%** no-show fee of the total invoice.
- These fees must be **paid in full** before **any** future bookings will be accepted or confirmed.
- This policy ensures that spots are not held for dogs who will not be staying, allowing availability for those in need.
 - Exemptions to this policy may be granted on a case-by-case basis at the discretion of the Resort.

➤ **Boarding Check-in and Check-out**

- **After-hours check-in/check-out** is available by appointment only and incurs an **additional charge of \$20**. Please note that after-hours availability is not guaranteed. We have set hours to maintain a consistent routine for the dogs in our care. Check-ins and check-outs outside of regular hours can disrupt the routine, potentially causing anxiety and other issues for the dogs.
 - *To maintain a smooth routine, we ask that all owners adhere to their scheduled drop-off and pick-up times. If you need to adjust your time, please contact Down Home Dog Resort & Training directly. This helps us avoid overlapping drop-offs and pick-ups, reducing stress for both dogs and owners.*

➤ **Playcare Check-in and Check-out**

- If your dog is enrolled in Playcare and is not picked up within 30 minutes of the specified closing time, a **late pickup fee of \$20** will apply. Late check-outs can disrupt our routine and interfere with the care of our boarding dogs.
 - *If unforeseen circumstances prevent you from picking up your dog on time, please notify Down Home Dog Resort & Training immediately so we can make appropriate arrangements for their care and feeding.*

GENERAL PRACTICES, POLICIES & PROCEDURES:

➤ **Food and Feeding**

- To avoid digestive issues, please bring your dog's regular food, that they eat at home daily (**in a sealed, labeled container**). Please provide enough food for the entire duration of your dog's stay. If your dog requires a special diet and their supply runs out, Down Home Dog Resort & Training will make every effort to obtain the same or a similar brand, and you will be charged for the food as well as a procurement fee.
- Please include your dog's feeding schedule in your reservation. Typically, meals are provided in the morning and evening, with lunchtime feedings available upon request and approval.

➤ **Medications and Supplements**

- If your dog requires medication or vitamin supplements, please provide more than enough to last for the entire duration of their stay. Should the provided supply run out, Down Home Dog Resort & Training will make every effort to obtain essential medications. Any purchased quantities will be charged to you, along with a procurement fee.
 - *Please note that additional fees may apply for administering medications or supplements; refer to our current fee schedule for details.*

➤ **Personal Items**

- Please refrain from bringing items for your dog(s) that are valuable or irreplaceable. Down Home Dog Resort & Training is not responsible for any loss or damage to personal belongings, including bedding or toys, provided for your dog(s). For your dog's safety, we reserve the right to replace personal items with Resort-provided bedding or toys, or to remove them entirely if they pose a risk.

➤ **Abandoned Dog Procedure**

- Unless otherwise required by applicable law, if you fail to pick up your dog(s) by the designated time and have not made satisfactory alternative arrangements with Down Home Dog Resort & Training, we will continue to provide basic care to ensure your dog's health and safety. However, charges will continue to accrue. We will make every effort to contact you using the information provided. If your dog(s) is not picked up within a reasonable period, we will consider the dog(s) abandoned. In such cases, we reserve the right to transfer the dog(s) to a third-party adoption partner.
- You acknowledge that under these circumstances, you may lose ownership of your dog(s). If you fail to retrieve your dog(s), you release Down Home Dog Resort & Training from all further liability and responsibility. Additionally, you will remain liable for all unpaid charges, including, but not limited to, court costs and reasonable attorneys' fees incurred in the collection of such charges.

➤ **Trial Stays**

- Trial stays are **required** for the following situations:
 - Dogs that have never been boarded at another kennel.
 - Dogs with known anxiety related to boarding, crating, or kenneling.
 - Dogs that have not previously boarded with Down Home Dog Resort & Training, where the owner is unsure how the dog will handle the environment and routines, especially for stays of 5 or more days.
- ✓ **Exceptions:** Trial stays are not required for dogs enrolled in a Board & Train program or those with regular boarding experience at another facility.
- Trial stays are designed to ensure your dog is comfortable with the Resort staff, daily routines, and structured environment, and that they can be safely cared for during their stay. Our priority is to provide a fun, enrichment-focused environment for our Playcare and Boarding dogs, while ensuring safety and minimizing stress.
- Trial stays typically involve one or two overnight stays, allowing us to assess whether our Resort is a good fit for your dog. We recommend scheduling your Trial Stay a few weeks before your planned booking. This provides ample time to find alternative accommodations if needed.
- These stays help your dog feel safe, comfortable, and happy during longer visits. They also allow us to get to know your dog, understand their preferences and needs, and build a connection before their extended stay.

➤ **Dangerous Dog Behavior and Safety Policy**

While this is a difficult topic, it's important to address. When separated from their owner or familiar environment, even the sweetest dogs may exhibit changes in temperament or behavior. In some cases, these changes can become dangerous—for the dog, the staff, or other dogs in our care. Due to the hands-on and interactive nature of Down Home Dog Resort & Training, we are unable to accommodate dogs that are aggressive or highly reactive toward other dogs or people outside of their regular household or "circle." While occasional barking or excitement in kennels is normal, dogs exhibiting behaviors that pose a threat to staff or other dogs cannot remain at the Resort.

- Examples of such behaviors include, but are not limited to:
 - Climbing or escaping from kennels.
 - Destructive behaviors, such as biting fencing or tearing at kennel doors.
 - Food aggression or resource guarding.
 - Inability to be safely handled for daily care and exercise.

These behaviors not only create a stressful environment for other dogs and staff but are also distressing for the dog themselves.

If a dog is determined to be a poor fit for our services, the owner will be promptly contacted with an explanation of the observed behaviors and arrangements will be made for the dog's pickup. In situations where a dog exhibits dangerous behaviors that compromise the safety of others, the Resort reserves the

right to charge a “Safe Handling” fee. Our goal is to provide a safe, low-stress environment for all dogs in our care, and we appreciate your understanding of these guidelines.

FACILITY TOURS AND MEET & GREETs:

At Down Home Dog Resort & Training & Training, the well-being of every dog in our care is our top priority. To maintain a calm, stress-free environment for all dogs, we have made a few adjustments to our tour and visitation policy.

➤ **Tours and Playcare Visits: By Appointment Only**

In order to avoid disrupting the routines of the dogs staying with us, we now offer all tours and Playcare visits **by appointment only**. Walk-ins will not be accepted. This policy helps us minimize unexpected interruptions and ensure that all dogs, especially those who are shy or anxious, can enjoy their time with us without added stress from unplanned visitors.

➤ **Main Kennel Access**

For the safety of everyone—both dogs and visitors—we do not permit entry into the main kennels during tours or visits. This is to prevent any potential risks, including dog bites, possible escapes, or stress reactions from the dogs (*ex. Going off of feed, trying to escape, urination/defecation within their kennel, seizure, etc.*). We take every precaution to keep our facilities safe and calm, and we thank you for your understanding and cooperation.

➤ **Scheduling Your Tour**

To schedule your tour or Playcare visit, please contact us at 814-547-8091 OR downhomedogresort@gmail.com OR via our Portal, to arrange a time that works for you. We’re happy to answer any questions and look forward to showing you our facility!

Thank you for your support in maintaining a safe and peaceful environment for all the dogs in our care.

PAYMENT FOR SERVICES RENDERED

➤ **Payment Policy for Boarding Reservations**

At Down Home Dog Resort & Training, we require that **all Boarding invoices be paid in full at the time of check-in** for your dog(s), similar to hotel booking procedures. This ensures a smooth and efficient check-in and check-out process, allowing you and your dog to reunite without delay. If prior arrangements have not been made, payment must be completed upon check-in.

➤ **Early Pickup and Invoice Adjustments**

Please note that early pickup does not reduce the total cost of your reservation, nor does it entitle you to a refund for unused days. Once a reservation is confirmed, the invoice secures the specific Boarding spot for the duration of the reservation, preventing other clients from booking that spot. Due to high demand for our services, early pickup will not result in any invoice adjustment unless an exception is made by the Resort. If you pick up your dog after the original reservation period, an additional fee will be applied, which will be due at the time of pickup.

➤ **Invoice Delivery**

Invoices will be emailed or texted automatically within 24 hours of the start of your booking. If you prefer not to pay via card or PayPal, please notify us prior to your check-in so we can adjust the invoice accordingly.

➤ **Accepted Forms of Payment:**

- Cash,
- CashApp
- Venmo
- PayPal
- Debit, and Credit Cards (Visa, MasterCard, and Discover).

Effective January 1, 2025:

We will no longer accept checks as a payment method. We apologize for any inconvenience this may cause.

➤ **Late Payments and Collection Procedures**

Invoices not paid in full within 7 days will incur a late fee of \$5.00 per day until the balance is paid. If payment is not received within 37 days, and no payment arrangement has been made, Down Home Dog Resort & Training will take legal action to recover the debt. You will be responsible for all associated legal and filing fees.

Thank you for your understanding and cooperation in helping us maintain a smooth and efficient operation.

REPRESENTATIONS AND WAIVERS OF LIABILITY

Acknowledgment and Agreement

Please initial each statement to confirm your understanding and agreement.

➤ **Ownership and Authority**

I certify that I am the owner (or authorized agent of the owner) of the dog(s) and have full authority to enter into this agreement. _____

➤ **Health and Behavior Representations**

I acknowledge that Down Home Dog Resort & Training is relying on my representations about my dog's health and behavior. I understand that the Resort and its staff are not liable for any health issues that arise, and I accept that the Resort reserves the right to deny admittance or require early pickup of my dog(s) at any time, for any reason. _____

➤ **Injuries or Illnesses**

I agree that Down Home Dog Resort & Training will not be held liable for injuries or illnesses that may occur during my dog's stay, provided reasonable care and precautions are taken. _____

➤ **Group Activities Risks**

I understand that group exercise and play involve dogs interacting in groups. I acknowledge the inherent risks of such activities, including bites, scratches, or sore muscles, and accept these risks if I have authorized my dog(s) to participate. _____

➤ **Medical Attention**

I understand that Down Home Dog Resort & Training is not a veterinary establishment. If my dog(s) become ill or injured, I authorize the Resort to seek veterinary care at its discretion. I will be notified in case of a serious issue, using the contact information I have provided, and I assume full financial responsibility for any medical expenses incurred. I release the Resort and its staff from liability related to such care, including transportation and choice of veterinarian. _____

➤ **Communicable Diseases and Vaccinations**

To the best of my knowledge, my dog(s) have not been exposed to communicable diseases in the past 30 days. I agree to notify the Resort of any exposure, keep my dog(s) out of Playcare/Boarding until cleared, and provide a veterinary certificate of health as required. I also agree to maintain current vaccinations and provide certification upon request. _____

➤ **Medical Records Authorization**

I authorize Down Home Dog Resort & Training to obtain medical and vaccination records for my dog(s) from the veterinarian listed on my account, and I authorize my veterinarian to release these records. _____

➤ **Owner Responsibility**

I accept full responsibility for my dog's actions while in the care of Down Home Dog Resort & Training. I release the Resort from liability and agree to cover any costs arising from injuries to staff, other animals, or damage caused by my dog(s). I further indemnify the Resort against any claims related to my dog's attendance, including associated costs and attorney fees. _____

➤ **Emergency Situations**

In the event of an emergency, such as a natural disaster, I understand that the Resort will attempt to contact me to retrieve my dog(s). I authorize the Resort to make temporary arrangements for the care of my dog(s) if necessary, until I can take over their care. _____

➤ **Photography and Recordings**

I grant Down Home Dog Resort & Training the right to photograph, videotape, and/or record my dog(s), and I agree that the Resort retains all rights and proceeds from these images. _____

➤ **Ongoing Agreement**

I understand that this agreement applies to the current and future relationship between Down Home Dog Resort & Training and me. Each time I bring my dog(s) to the Resort, I reaffirm the terms of this agreement and the accuracy of all statements within it. _____

➤ **Acknowledgment**

I have read and fully understand this Agreement. I have had the opportunity to discuss it with a representative of Down Home Dog Resort & Training and agree to all its terms. _____

**I have read and understand this entire Agreement.
I have had an opportunity to discuss it to my satisfaction with a
representative of
Down Home Dog Resort & Training, and I agree to its terms.**

Signature of Owner: _____ Date: _____

Name of Owner (print): _____

CANINE COUGH RELEASE FORM

Canine infectious tracheobronchitis is a highly contagious respiratory disease of dogs. Mild to severe episodes of cough and respiratory distress are typical clinical features recognized in affected dogs. Most infections are self-limiting.

The most common cause of canine cough in dogs is **bordetella bronchiseptica**. Clinical signs of canine cough develop within 3-4 days and lasts up to 14 days. The clearance of the bacteria from the respiratory tract may take up to 6-14 weeks.

The single most important factor in reducing the prevalence and severity of infectious respiratory disease is through a comprehensive vaccination protocol.

At Down Home Dog Resort & Training we recommend vaccinating against **bordetella bronchiseptica** a minimum of 72 hours prior to kennel stay. There are 3 possibilities that may occur following vaccination:

1. Full protection against **bordetella bronchiseptica**
2. A vaccine induced mild form of canine cough, or
3. A mild case of canine cough due to exposure, however the symptoms are less severe due to the vaccination that was given.

Our kennel requires the vaccination to be given prior to Boarding/Playcare at Down Home Dog Resort & Training.

_____ My pet(s) has been vaccinated less than 72 Hours prior to Boarding/Playcare against **bordetella bronchiseptica** and I understand there is a greater risk of infection.

_____ My pet has been vaccinated more than 72 hours prior to Boarding/Playcare against **bordetella bronchiseptica** and I understand that no vaccine is guaranteed 100%; and that *bordetella* is meant to help prevent against the most common/viruses transmitted between pets; and understanding that *bordetella*, *calici virus*, *rhinotracheitis* and *panleukopenia* are not only upper respiratory virus infections (URI) that are easily spread by pets in close proximity; and that the transmission of most URI's is often when the pets are not exhibiting signs.

In the event my pet(s) are diagnosed with canine cough after Boarding/Playcare, I acknowledge that Down Home Dog Resort & Training took the necessary precautions to prevent infection and informed me of the risk of infection. I do, therefore, release Down Home Dog Resort & Training from any responsibility.

Signature: _____

Print Name: _____ Dog(s) Name(s): _____

Date: _____