

***** Down Home Dog Resort Dog Playcare & Dog Boarding Policies *****

Down Home Dog Resort reserves the right to change your dog's type of boarding/playcare, and/or to provide or decline additional services if it is necessary to protect the health and well-being of your dog, other dogs, or our staff. (Additional charges may apply.)

HEALTH

Down Home Dog Resort will need proof from your Veterinarian for records regarding vaccinations and flea/heartworm prevention. We MUST have a paper copy to keep on file, with your records. This copy will be scanned to your registration account. Please be sure to keep your vet records up to date with us, to prevent a delay in services.

- **Vaccinations:** All dogs **must** be current on age-appropriate Vaccinations against:

Rabies, Bordetella, **and** DHPP.

(Lepto & Lyme Vaccines are HIGHLY recommended, but not required.)

- Bordetella booster every 6 months HIGHLY recommended, but not required, but **MUST** be boosted yearly.

****We require vaccines to be given at least 3 weeks before the start of your reservation (if vaccinations have lapsed or if they are being given for the first time), or at least 72 hours prior (5 days preferred) to the start of your reservation (if vaccinations are just being boosted and have not lapsed) to allow vaccines time to become effective. ****

(Vaccination for Bordetella and canine influenza does not provide complete immunity. Instead, the vaccine works to decrease the severity of symptoms and shedding of infectious organisms. This means that preventing exposure to infectious organisms is another essential component of prevention.)

- **Flea Prevention:** All dogs must be current on flea prevention programs.

- If your dog is exhibiting any symptoms that may suggest illness such as sneezing, coughing, wheezing, runny eyes or nose, vomiting, lethargy, or diarrhea, please do not bring your dog to playcare or boarding.

- *Any dogs that exhibit the above symptoms when in the care of Down Home Dog Resort, will be quarantined and owners will be contacted to discuss the appropriate course of action. These dogs will not be permitted to interact with the other dogs in the care of Down Home Dog Resort, until it is deemed safe for them to do so. If your dog is ill/shows visible signs of illness, we will contact you and you will be expected to pick up your dog immediately. If you are unable to do so, you will be charged an extra \$20.00 per day for Quarantine/Isolation Protocol. This is to try to reduce the spread of infectious diseases and prevent an outbreak.*

- Dogs with flea or tick problems **will be treated at your expense**. Dogs with fleas will not be permitted to utilize boarding and/or playcare services until the parasites have been treated and are no longer present.

- Un-spayed females in heat are **not** accepted. Although we accept un-neutered males and un-spayed females (not in heat) for boarding services as well as playcare (pre-approved dogs ONLY), Down Home Dog Resort is **not** responsible for unplanned breeding. **If your dog comes into heat while boarding, we will contact you and you will be expected to pick up your dog immediately. If you are unable to do so, you will be charged an extra \$20.00 per day.**

PLAYCARE & BOARDING RESERVATION POLICIES:

Rates and Hours of Operation Current rates and hours of operation are posted in the office and online. Down Home Dog Resort reserves the right, without notice, to adjust its rates and fees for services.

Reservations and Cancellations Reservations are required for all stays.
Deposits may be required for extended stays and holiday/peak season bookings.

(Effective 05/01/2023) ALL bookings will be automatically considered CONFIRMED within 48 hours of the scheduled start of the booking date/time.

IF CANCELLING - ALL cancellations MUST be done before:
48 hours of the start of the scheduled stay for "**Regular**" Bookings
72 hours of the start of the scheduled stay for "**Peak Season**" Bookings
(Memorial Day through Labor Day)
12 Days before the start of the scheduled stay for "**Main Holiday**" Bookings
(Thanksgiving/Christmas/New Year/Easter/Fourth of July)

Any cancellations done within 48 hours of the scheduled stay for regular bookings (or 72 hours of the scheduled stay for Holiday bookings) may be charged a **LATE cancellation fee of no more than 50% of the total invoice fee for the scheduled booking. Any No-Shows for a scheduled booking (playcare / boarding) will be charged a **NO-SHOW fee** of 100% of the Invoice ("booking") total. The above fees will be required to be paid before any future bookings will be accepted or reserved.**

This is to ensure that spots are not being held for dogs that do not plan to stay, withholding those spots from those that need to stay.

Exemptions to this policy may be made, on a case-by-case basis, by the Resort.

Boarding Check-in and Check-out After-hours check-in/check-out is available by appointment only, for an additional charge. After-hours check-in/check-out availability is not guaranteed. Please understand that we have set hours so that we can have a set routine with the dogs within our care. If hours are too outside of the normal routine, it can throw off everyone's schedule, creating anxiety, potty issues, etc. with the dogs staying within our care. We appreciate your understanding in this matter.

Playcare Check-in and Check-out If your dog is enrolled in playcare and is not checked out within the timeframe specified, you will be charged boarding rates in addition to applicable playcare rates.

**If unforeseen circumstances prevent you from picking up your dog within the time specified, please notify Down Home Dog Resort as soon as possible so that suitable arrangements for care and feeding can be made. **

GENERAL PRACTICES, POLICIES & PROCEDURES:

Food and Feeding Because changing diet can upset a dog's stomach, we encourage you to bring your dog's food in a **sealed and labeled container**. Please bring more than enough for your dog's entire stay. If your dog requires a special diet and the supply you provided is exhausted during your dog's stay, Down Home Dog Resort will make every effort to procure the same or similar brand on your behalf, and you will be charged for the quantity purchased as well as a procurement fee. Please include in your reservation what your dog's feeding schedule entails. Typically, feeding is done at the Resort in the AM and the PM. Lunchtime feedings can be given, as needed, with the approval of the Resort.

Medications/Supplements If your dog is on medication and/or vitamin supplements, please bring more than enough of each for your dog's entire stay. If the supply of medications or supplements you provided is exhausted during your dog's stay, Down Home Dog Resort will make every effort to procure essential medications only, and you will be charged for the quantity purchased as well as a procurement fee.

Charges may apply for the administration of medications and/or supplements; please see our current fee schedule.

Personal Items Do not bring items with your dog(s) that are valuable or irreplaceable. Down Home Dog Resort is not responsible for loss or damage to any personal item, including bedding or toys, left with or for your dog(s). Down Home Dog Resort reserves the right to utilize the Resort's bedding/toys (or remove bedding/toys entirely) if your dog is being unsafe with their belongings.

Abandoned Dog Procedure Unless otherwise required by applicable law, if you fail to pick up your dog(s) by the designated time and have failed to make satisfactory alternative arrangements with Down Home Dog Resort, Down Home Dog Resort will continue to provide basic service to ensure the dog's health and safety, and charges will continue to accrue. Down Home Dog Resort will make best efforts to contact you using the information you provided, advising you that if your dog(s) is not picked up within a reasonable time period, your dog(s) will be deemed to be abandoned and that Down Home Dog Training will deliver the dog(s) to a third-party adoption partner. You understand that you may lose ownership of your dog(s) under these circumstances. If you fail to pick up your dog(s) for any reason, you release Down Home Dog Resort from all further liability and responsibility for your dog(s). You shall remain liable to Down Home Dog Resort for all unpaid charges, including without limitation the court costs and reasonable attorneys' fees incurred in the collection of such charges.

Trial Stays Trial Stays are **REQUIRED** for dogs that have never been boarded at another kennel previously, have known anxiety when it comes to boarding/crating kenneling, or have not previously boarded with Down Home Dog Resort and Owners are unsure of how they will handle the environment/routines if the dog will be boarding for a duration of **5 or more days**. **THIS DOES NOT INCLUDE DOGS STAYING FOR A BOARD & TRAIN, or dogs that have boarded regularly at another Boarding Facility.** This is to ensure that your dog is comfortable with the staff of the Resort, the daily routine, and the structure of the Resort, and can be safely handled/taken care of while in our care. Our main focus is providing a fun and enrichment-based environment for our Playcare and Boarding dogs, while still ensuring safety and low to no stress. Trial stays can be one or two overnight stays, to assess whether our Resort is a good fit for your dog. We recommend scheduling your Trial Stay a few weeks in advance before your regularly scheduled booking so that if we are not a good fit for your dog(s), you have time to find other accommodations. We want to ensure that your dog feels safe, comfortable, and happy with us for a longer duration of stay. This also helps us to get to know them, their preferences and needs, and build a connection with them before a long-duration stay.

Aggressive/Reactive/Dangerous Dogs This is the part that nobody wants to discuss, but it must be addressed. When separated from their owner/comfortable environment, even the sweetest of dogs can act differently. Sometimes, this temperament or behavior change can become dangerous, to the dog themselves, the staff, or the other dogs within the care of the Resort. Due to the hands-on and interactive nature of Down Home Dog Resort, we simply do not have the facilities to accommodate dogs that are Aggressive or overly Reactive to other dogs and/or people outside of their regular household/”circle”. While some dogs may bark, act a little “crazy”, etc. in their kennels from time to time, we cannot have dogs stay that may pose a threat to the Resort staff or other dogs within the care of the Resort. Dogs that climb/escape kennels, are destructive to the kennels (biting fencing, tearing at doors, etc.), or exhibit concerning signs of food aggression/resource guarding of objects within their kennel, or that cannot be safely handled to provide daily care and exercise may not be the best fit for the style of boarding that Down Home Dog Resort offers. These behaviors not only cause anxiety and stress to other dogs within the Resort but are also stressful for the dog themselves. IF a dog is deemed to not be a good fit for Down Home Dog Resort services, the owner will be contacted with explanation of exhibited behaviors as well as discussion of scheduling pickup of the dog from within the care of the Resort. The Resort reserves the right to charge a “Safe Handling” fee if the dog is exhibiting dangerous behaviors that pose a threat to the safety of other dogs and humans within the Resort.

PAYMENT FOR SERVICES RENDERED

Just like when staying at a hotel, ALL Boarding Invoices must be PAID IN FULL upon check-in of your dog(s), unless prior agreements or arrangements have been made with Down Home Dog Resort.

This helps to expedite the pickup process, as we know you and your dog will be eager to reunite so that checkouts can be done quickly and smoothly. Early pickup does NOT change the Invoice total for the reservation, nor does it guarantee a refund of unused days. When a reservation is confirmed and started, the Invoice reserves the specific boarding spot for the duration of the reservation, preventing someone else from booking that spot in your place. Due to the high demand for reservations, Invoices cannot be adjusted for Early pickup unless an exception is made by the Resort itself.

We accept cash, check, debit, and credit (Visa, Mastercard and Discover). There is a \$50.00 returned check fee.

Failure to pay within 7 days will result in a daily late fee charge of \$5.00, until the invoice is paid in full. If the invoice is not paid in full (and a payment agreement is not made) after 37 days, Down Home Dog Result will take legal action to collect the debt. You will be responsible for paying all legal and filing fees.

*****Representations and WAIVERS OF LIABILITY*****

I have read and understood the following: (please initial each statement)

___ I agree that I am the owner (or designated agent of the owner) of the dog(s) and am fully authorized to enter this agreement.

___ I understand and agree that Down Home Dog Resort is relying on my representations of my dog's (dogs') health and behavior. I further understand and agree that Down Home Dog Training and its staff will not be liable for any health problems that develop. I agree and understand that Down Home Dog Resort reserves the right to deny admittance or require early pickup of my dog(s) at any time for any reason.

___ I understand and agree that Down Home Dog Resort will not be liable for any injuries or illnesses that occur as a result of my dog's (dogs') attendance, provided that reasonable care and precautions are followed.

___ I understand that group exercise and group play are situations where dogs co-mingle in groups, and if I have given permission to Down Home Dog Training to allow my dog(s) to participate in any group activity, I understand and acknowledge that there are risks inherent when dogs co-mingle, including, but not limited to, bites, scratches, and sore muscles.

___ I understand that Down Home Dog Resort is not a veterinary establishment and does not practice veterinary medicine. I understand and agree that if my dog(s) become ill or injured, or if the state of the dog's (dogs') health requires medical attention, Down Home Dog Resort, in its sole discretion, may engage the services of a veterinarian or administer medicine or give other requisite attention to the dog. Down Home Dog Resort staff will make their best efforts to notify me in the event of a serious illness or injury using the contact information I have provided to Down Home Dog Resort. I understand that I am responsible for providing updated contact information. I agree to assume full financial responsibility for any and all expenses incurred, and I release Down Home Dog Resort and its staff from any and all responsibility for, or claims, damages, or debts, arising out of or related to such medical care, including, but not limited to, transportation to/from the veterinary clinic and choice of veterinarian and animal hospital.

___ I certify, to the best of my knowledge, my dog (s) has not been exposed to any communicable diseases within the past 30 days. I agree that I will notify Down Home Dog Resort of any known exposure of my dog(s) to communicable diseases and will keep my dog(s) out of playcare/boarding and will provide a veterinary certification of fitness/health for playcare/boarding to be admitted or re-admitted. I also agree that I will maintain current vaccines for my dog(s) and provide certification to that effect upon initial evaluation and periodically as requested.

___ I authorize Down Home Dog Resort to obtain medical and vaccination records for my dog(s) from the veterinarian listed on my account, and I hereby authorize my veterinarian to provide these records to Down Home Dog Resort.

___ I understand and agree that I am solely responsible for any and all acts or behavior of my dog(s) while in the care of Down Home Dog Resort. I release Down Home Dog Resort from any liability arising from my dog's (dogs') attendance at Down Home Dog Resort and accept full responsibility for any and all costs for injury to staff or other animals or damage to facilities caused by my dog(s). I hereby release Down Home Dog Resort of any liability and I further agree to indemnify and save them harmless against any and all claims arising from my dog's (dogs') attendance at Down Home Dog Resort, including but

not limited to all costs, damages attorneys fees, expenses and liabilities in connection therewith.

____ I understand that in an emergency event, such as a natural disaster, every effort will be made to contact me to retrieve my dog(s). I agree that Down Home Dog Resort, in its sole discretion, is authorized to transport and/or make temporary alternative arrangements to house and care for my dog(s) until I retrieve my dog(s).

____ I understand and agree that my dog(s) may be photographed, videotaped, and/or recorded and that Down Home Dog Resort retains all rights to use, and proceeds from the use of, images.

____ I understand that this agreement covers the current relationship between Down Home Dog Resort and me. Each time I bring my dog(s) to Down Home Dog Resort, I affirm the terms of this Agreement and the truthfulness and accuracy of all statements I make in this Agreement.

**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, 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 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.

_____ 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 panleukopeina 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 took the necessary precautions to prevent infection and informed me of the risk of infection. I do, therefore, release Down Home Dog Resort from any responsibility.

Signature: _____

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

Date: _____