

HOUSE OF DOG



POLICY FOR HOUSE OF DOG RETREAT & SPA, LLC

The goal of House of Dog Retreat & Spa, LLC is to provide a safe, fun, and stimulating environment for your dog. For the health and safety of all dogs in our care, staff, and visitors, all clients must comply with the following:

REQUIREMENTS

All clients must complete all documentation required to begin enrollment with House of Dog Retreat & Spa, LLC (herein after referred to as “House of Dog”). This would include (but not limited to) House of Dog Application, Agreement/Waiver, Proof of Vaccinations, and Temperament Test.

AGE

All dogs must be 12 weeks of age or older.

BREED

House of Dog accepts all breeds of dogs.

SEX:

All dogs must be spayed or neutered (except for puppies (6 months or younger). To continue daycare after 6 months, they must be spayed or neutered.

BEHAVIOR

All dogs must pass a temperament test to participate in daycare or lodging. Temperament tests are done by appointment only.

If a dog poses any potential danger to another animal, staff member, or client, House of Dog reserves the right to remove the dog from the pack and request the owner retrieve the dog immediately.

FLEA, TICK & MOSQUITO PREVENTION

We require a monthly application to prevent against fleas, ticks & mosquitoes. In addition, please be sure that your dog is getting a monthly application against parasites.

FEES:

All fees are due at pickup, unless purchasing a “pre-paid” plan. Lodging fees require a reservation and payment is due in advance of stay.

PICK UP & DROP OFF POLICY*

Customer drop off at daycare is from 7am-10am

Customer pick up at daycare from 3:15pm-7:00pm

For earlier pickup, please notify us in advance and call shortly before arrival so that your dog is ready to be released to you.

**Saturday hours and Lodging hours differ.*

CANCELLATION POLICY

We have a 24-hour cancellation policy barring any dog illnesses or dog emergencies.

Cancellation of lodging differs from Daycare. Please inquire about Lodging cancellation policies with House of Dog staff.

REFUNDS

We do not give refunds or credits.

SICK POLICY

If your dog is ill, injured, recovering, etc., they should not attend daycare.

We reserve the right to refuse daycare and/or request the dog to be picked up from daycare who we feel could pose a risk to him/herself and/or to others.