

Just One Of The Family Kennels

Rules & Regulations

This facility must have a signed copy of these rules and regulations to provide your pet(s) with any services. This ensures all current and potential "family members" are familiar with and understand that, in order to provide all pets on premise a happy and safe visit, certain codes of conduct and requirements must be met.

My Personal Guarantee to You, the Pet Owner.

1. Your pet(s) will be respected and taken care of in a loving, gentle and safe manner.
2. Your pet will have a clean, well lit, comfortable, sanitary and safe place to call its own while in my care.
3. Your pet will be provided fresh clean water at all time, be fed according to your schedule with our diet or what you provide from home, and be given treats and chewies as you request.
4. While your pet(s) is in my care , your pets health, safety and happiness come first.
5. I will only use top quality grooming products during your pets bathing or grooming process.

Hours of operation & holiday schedule

It is imperative all clients respect and honor business hours. This property is considered a private residence when the gate is closed and the kennel is in closed phase. We do not welcome uninvited guests or trespassers to the residence at any time nor is anyone allowed to wander the facility property unguided while open or during closed phases. This ensures the health and sanity of the human family on premise as well as our own pets. There is no parking at the residence and walking up to the kennel through the yard unless prior permission is granted. The residence itself is completely off limits to clients at all times (I'm sure you don't like people in your private space either). Anyone walking around, climbing over, opening gates while the facility is closed will be prosecuted as trespassing on private property. No exceptions. If you can not follow business hours, this facility cannot serve you in any capacity. Clients will be

held responsible for all fees accrued by setting off alarms, legal fees, property damage and surveillance retrieval fees should they feel hours and gates do not apply to them.

Regular business hours:

CLOSED DAILY NOON-1:00PM

THERE IS NO MOVEMENT IN OR OUT OF THE PROPERTY

BY CLIENTS DURING THIS TIME.

Monday - Friday 8:00 am - 6:00 pm

Saturday- 8:00am-4:00pm

Sunday - CLOSED

THERE IS NO MOVEMENT IN OR OUT OF THE PROPERTY BY CLIENTS THIS ENTIRE DAY.

HOLIDAYS - This facility observes the following holidays:

Christmas, Thanksgiving, Easter, Independence Day.

While pets are still receiving the same care during these holidays, there is no movement by clients in or out of the property during these holidays.

During holidays the **NO SHOW** fee per pet will be **DOUBLED**.

(see website or call office for rate)

Occasionally the facility will be closed, as posted, to allow for Dr. visits and family emergencies. Clients will be provided as much notice as possible. As we are still human, sometimes this is necessary.

Boarding drop off and pick up

(see website for full boarding requirements)

Requirements: all pets over 6 months of age **MUST** be spayed or neutered. If females are found to be intact or in heat , a \$500.00 penalty will be charged and the pet must be removed from facility within 24 hours.

Vaccinations must be current. Vaccinations must be given by a licensed veterinarian **ONLY**. Vaccines given by a breeder or any other facility will not be accepted. This is a Georgia Law and no exception will be made.

Dogs: rabies, distemper/parvo/corona, kennel cough aka bordetella.

Cats: rabies, feline distemper combo, feline leukemia.

Pets may be dropped off/ picked up as early as 8:00 am. Gates open at this time.

Monday- Friday

Morning drop off / pick up is 8:00 am - 11:45 am

Afternoon drop off / pick up is 1:00 pm - 5:00 pm

Saturday

Morning drop off / pick up 8am- 11:45

Afternoon drop off / pick up 1pm- 3pm

The per-day rate starts the day pet is dropped off. If pet is picked up in the morning of the scheduled go home day, there is no charge for that day. If pet is picked up in the afternoon, there is a day charge for that day.

Grooming/daycare drop off and pick up.

Vaccines listed above REQUIRED

All pets scheduled for grooming, spa services, massage & daycare must be dropped off 8:00 am - 10:00 am. Most grooming services take approximately 3 hours to complete. If a RUSH order is placed on the service a rush fee will apply.

Methods of Payment

All major credit cards are accepted as well as debit cards. Cash is preferred. NO CHECKS will be accepted. Paypal payments are subjected to a 10% surcharge. Any service may be prepaid and advance payments for boarding may be made. Refunds are given as kennel credit only. NO CASH or CREDIT CARD REFUNDS.

All services are to be paid in full when rendered. An advance deposit is required to reserve a holiday boarding space. Cancellation fees will apply if reservations are not canceled with 48 hour notice. No show fees will be billed if no cancellation notice is given. Any unpaid invoice over 40 days will be sent to collections. Client is responsible for all collections costs and legal fees. Clients sent to collections will be refused any future services.

For New Client extended stay, a deposit will be required of weeks rate per pet. A valid payment form, such as a credit card, must be kept on file. Payment in full is expected monthly. The payment form on file will be charged the full amount the first Monday of every month.

Payment arrangements will be in writing with the kennel owner ONLY if scheduled payments are needed in hardship cases.

Kennel Tours & First Meetings

Kennel tours will be provided Monday - Friday during the hours of 9:00 am-11:00am and 2:00 pm-4:00 pm ONLY. NO PETS will be allowed on the kennel tour.

Certain breeds will require a trial stay or temperament assessment prior to their first stay. Not every breed or temperament can be boarded successfully at this facility. The staff reserves the right to refuse any pet for any reason to ensure the

safety of other pets and staff. Pets with parasite infestations and certain medical conditions will be refused.

During your tour, please follow all commands given by the facility staff. For many of our boarding family, this is their second home and they may behave accordingly. No tours will be given of the play areas since pets are allowed to roam that area freely and that would jeopardize your safety. No petting or touching of boarding pets is allowed .

Other important information

1. All sleeping quarters are single occupancy only. No pets will be allowed to bunk together.
2. During your pets stay, no visitors or visiting is allowed. It simply upsets the pet too much causing unnecessary emotional distress. Not to mention disruption of our schedule that allows necessary individual time and attention for all pets.
3. Limited items brought from home allowed: medications, food in re-sealable containers only (large bags and unsealed bags will be refused), 1 toy, a leash and collar (anti bark collars ok). NO BLANKETS, BEDS, DISHES or any item that presents hazards to any human or pet on premise. No recording devices of any kind or photos of property of pets on property allowed.
4. Pets that are destructive, aggressive , or exhibit anxiety will be dismissed and will need pick up from the facility within 6 hours. Owner of pet responsible for cost of all damage to facility, medical costs to staff or other pets.
5. Any client who behaves in an abusive manner to ANY pet or human on premise will be terminated as a client and prosecuted if needed.
6. All lives in this facility/property deserve the best treatment and have rights. Please acknowledge that the staff is human and requires all rules & regulations be met in order to properly care for the pets.
7. We ask everyone to apply kindness, common sense & common courtesy while they are on the property .

8. Feel free to ask questions regarding services , rules, & regulations to eliminate any confusion. Our hours and schedule are very strict. Please do not ask to have the business hours modified for you. The answer will be no.
9. If we do not have vaccination records on file or you do not have them to show us, the pet is considered unvaccinated and a possible threat to the health of this kennel. PLEASE LEAVE PET IN CAR UNLESS WE HAVE DOCUMENTED VACCINATIONS! Do not let the pet have a potty break or any other activity as we do not wish for our boarders and personal pets to become possibly ill with viral or parasitic infections. Not only is this a facility rule IT'S THE LAW!

I _____ acknowledge I have read
and agree to the entire rules and regulations on this
date_____.