



Policies 7/20/2009

What NOT to bring:

- Please do not bring any bowls. We use stainless steel bowls which are cleaned after each meal.
- Please do not bring your dog's bed. We have plenty of comfortable beds and blankets which are washed regularly.
- Please do not bring toys. We don't want to put your toys in jeopardy of being chewed by another guest!
- Please do not bring treats, we have a large variety of healthy treats for your dogs snacking enjoyment.

What you should bring:

- Enough food for your scheduled stay, as well as an extra day's worth of food in case of delay.
- Any medicine which needs to be administered, with detailed dosage instructions.
- Your dog's collar and leash. We prefer if your dog's collar has a name tag, rabies tag, City of Chicago Dog License tag, and City of Chicago Dog Friendly Area tag.
- All Daycare and Overnight Boarding clients must provide: client name and address, vet name and address, emergency contact name and address, proof of rabies, distemper, parvo and bordatella vaccinations, and clean stool sample. Residents of the City of Chicago must also provide proof of current City Dog License. All dogs must be fixed. Exceptions may be made for puppies waiting to be old enough for surgery. We reserve the right to refuse service.

*All dogs will be temperament tested before being admitted for Daycare or Overnight Boarding. Dogs must be friendly and potty trained. Dogs who exhibit aggressive behavior or who potty inside excessively will be turned away. We reserve the right to refuse service.

We reserve the right to refuse pick up/drop off for Daycare and Boarding before 7am and after 7pm Monday through Friday, and before 9am and after 5pm Saturday and Sunday.

Daycare dates cancelled without 72 hours notice are subject to a \$10 charge. Holiday Daycare dates cancelled without 72 hours notice are subject to a \$15 charge. Daycare dates are scheduled on a first come first serve basis.

Overnight Boarding dates cancelled without 72 hours notice are subject to a \$20 charge. Holiday Overnight Boarding dates cancelled without 72 hours notice are subject to a \$25 charge. Overnight Boarding dates are scheduled on a first come first serve basis.

All Dog Walks cancelled the day of are subject to full charge. Holiday Dog Walks cancelled without 72 hours notice are subject to full charge. Dog Walk availability is not guaranteed without 72 hours notice.

If the temperature is above 90° F or below 20° F, it may not be safe for your dog to be outside for 25 minutes on a dog walk, we will use our discretion.

Holidays are: Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Valentine's Day, Easter, Memorial Day, 4th of July, and Labor Day. Holiday Rates for Boarding will apply 3 days before and after all defined Holidays.

**Policies subject to change without notice*

