



# TERMS AND CONDITIONS

## HEALTH & WELLNESS

All canine guests must be in good health, clean and with no sign of untreated infections. For the safety and protection of all guests, dogs will be checked upon arrival.

***Note: Dogs without the proper required documentation (see below) and/or dogs showing any symptoms of illness such as sneezing, coughing, wheezing, runny eyes or nose, vomiting, lethargy or diarrhea upon arrival will not be admitted. 'Length Changes' or 'Cancellation' policies will apply if admittance is denied for failure to submit proof of current vaccinations, dependent on, if or when documentation is provided.***

## VACCINATION REQUIREMENTS

Only vaccinations administered or verified by a licensed veterinarian are acceptable. Official documentation as proof of vaccination ***MUST BE SUBMITTED WITH THE REQUIRED FORMS*** unless circumstances warranted otherwise are approved in advance.

### DOGS 6 MONTHS AND OLDER

All canine guests must be current on all core vaccines noted below as evidenced by official documentation submitted with the deposit. Vaccination titers are accepted with documentation from a veterinarian and a copy of the lab report.

- 🐾 **Negative Fecal Exam:** once yearly.
- 🐾 **Rabies:** Administered in the last year for puppies and in the last 3 years for adults.
- 🐾 **DA2PP DHPP or DHLPP:** [distemper, hepatitis (adenovirus), parainfluenza and parvovirus]. Along with the leptospirosis vaccine, these should be administered in the last year for dogs under 3 years of age, and in the last 3 years for older pets.
- 🐾 **Bordetella** (kennel cough): Administered in the last 6 months or prior to stay of at least ... 2 weeks for injections, 10 days for intranasal and 4 days for oral administration. Not a core vaccine but required for boarding, daycare, etc.]
- 🐾 **Strongly Recommended:** Bivalent Canine Influenza (H3N8 & H3N2 - canine flu). Note that dogs are only considered protected 2 weeks after their second initial dose and should be given a booster appropriately to remain protected. Also, Lyme Vaccine if the dog lives or frequents areas where deer are prevalent, e.g. wooded areas.
- 🐾 **All dogs must be current on heartworm and flea prevention.**

## PUPPIES 12 WEEKS THRU 6 MONTHS

(PUPPIES YOUNGER THAN 12 WEEKS WILL BE CONSIDERED ON A CASE BY CASE BASIS)

- 🐾 **All puppies must have a clear fecal test no later than 2 weeks prior to their stay.**
- 🐾 **Bordetella** (kennel cough): Must be administered no less than ... 2 weeks prior to stay for injections, 10 days for intranasal and 4 days for oral administration. Not a core vaccine but required for overnight stay or Daytime Playtime.
- 🐾 **Puppies 12 - 17 weeks of age must have the first two DA2PP, DHPP or DHLPP** [distemper, hepatitis, parainfluenza and parvovirus] series of puppy vaccinations.
- 🐾 **Puppies 18 weeks and up must have all puppy vaccinations including rabies.**
- 🐾 **Strongly Recommended:** same vaccines as for dogs 6 months and older (see above).
- 🐾 **All puppies must be current on heartworm and flea prevention.**

## SAFETY

- 🐾 Clients are asked to text when they are on their way. Canine guests are welcomed at the front porch door. Please place food and other items on the porch steps.
- 🐾 To help reduce the risk of airborne illness, an air purification system is utilized with advanced HEPA filtration and a germ defense filter that traps and reduces airborne bacteria, mold spores and particles that carry viruses.
- 🐾 Only pet-safe cleaning products are used.
- 🐾 Floors are washed and/or vacuumed regularly.
- 🐾 Any crate commandeered by a canine guest becomes exclusive to that guest during their stay and is carefully steamed after they leave.
- 🐾 Only stainless steel or ceramic food and water bowls are used with each canine guest having an exclusive set each day. All bowls are washed and sterilized in the dishwasher each evening.
- 🐾 Guests are separated for meals to avoid any resource guarding or aggressive behavior.
- 🐾 Care is taken to assure that canine guests use only the beds, blankets and toys that are provided by their families. These are placed in an area reserved for them during their rest periods.

## RESERVATIONS\*

Gina's Doggie Den and Enrichment Center offers a unique experience for its guests and is frequently fully booked. Potential canine guests requesting dates already confirmed often have to be turned away. For this reason, the following policies have been adopted:

### DEPOSITS

- 🐾 Deposits are required and are nonrefundable.
  - Stays of three (3) days or less - \$50 deposit per dog.
  - Stays of four (4) days or more – deposit is ½ of the total charge per dog.
- 🐾 Deposits are applied to the total amount due at the completion of the stay except as noted in Length Changes & Cancellations (see below).
- 🐾 With rare exceptions, only three reservations are confirmed for each day.

- 🐾 Requested reservation dates for a stay are penciled-in and are not considered confirmed and guaranteed until all the required documents and deposit(s) are received. These dates will remain tentative and open to any interested party until then.
- 🐾 Because requested dates are only confirmed on a first come, first serve basis and as such, may be assumed in whole or in part by another party who provides all the required documents and deposit(s) first, interested parties are encouraged to submit these in a timely manner.

#### CHANGES TO LENGTH OF STAY FOR CONFIRMED RESERVATIONS

- 🐾 If the length of a confirmed stay is **reduced prior to 20 days of a stay**, a charge of ½ the daily rate will be assessed per missed day and applied to the total amount due.
- 🐾 If the length of a confirmed stay is **reduced within 20 days of a stay, including during the stay**, the final amount due remains the cost of the entire reserved stay.
- 🐾 If request is **made to extend a stay**, either before or during a stay (often due to severe weather, delayed or cancelled flights) every effort will be made to accommodate the request although there is no guarantee that Gina's Doggie Den will be able to do so.

#### CANCELLATIONS OF CONFIRMED RESERVATIONS

- 🐾 Cancellations of a confirmed reservation **made prior to 20 days of a stay** will only result in a partial loss of the deposit. 60% of the deposit will held available for a future stay if that stay is confirmed within the next four (4) months.
- 🐾 Cancellations of a confirmed reservation **made within 20 days of a stay** will result in the total loss of the deposit.
- 🐾 In the event that Gina's Doggie Den & Enrichment Center has to cancel a confirmed reservation prior to 20 days of a stay, the total deposit will be returned **plus a credit of one (1) day at the regular rate, good for 120 days from the date of cancellation**, a \$35 value.
- 🐾 In the event that Gina's Doggie Den & Enrichment Center has to cancel a confirmed reservation within 20 days of a stay, the total deposit will be returned **plus a credit of two (2) days at the regular rate, good for 120 days from the date of cancellation**, a \$70 value.

**\*NOTE: Gina's Doggie Den & Enrichment Center reserves the right to require total payment in advance for any stay. Reservations may be denied at their discretion.**

## WHAT TO BRING

**All items should be marked clearly with your dog's name.**

#### 🐾 GUEST INFORMATION AND GUEST REGISTRATION REQUEST FORMS

*FIRST TIME GUESTS:* Please **fully and legibly** complete each section of both forms and either **mail them or drop them off with the deposit and proof of vaccinations.**

*RETURNING GUESTS:* If you have already completed the *Guest Information* form within the past year and nothing has changed, it will on file so only the *Guest Registration Request* form needs to be **fully and legibly completed and submitted with each stay**. If your dog has been to the vet with changes to vaccinations and/or health status or if your dog's behavior has changed, please complete both forms and **mail them or drop them off with the deposit and proof of new vaccinations and/or medications**.

- 🐾 **DOG COLLAR** – with the current county dog license attached (if required by county), as well as rabies and personal ID tags with at least a contact name and phone number.
- 🐾 **LEASH** – minimum 4 or 6-foot, **non-retractable leash**; please describe the length and color and brand (if stated on the leash) in the *Guest Reservation Request* form.
- 🐾 **BEDDING** – dog bed, mat, blanket/comforter, t-shirt, towel OR something else that smells of home on which dog can sleep; please describe the type of bedding and color in the *Guest Reservation Request* form.
- 🐾 **DOG FOOD\*** – no food bowls needed unless your dog will only eat out of a particular bowl; ceramic and aluminum dog bowls are used and run through the dishwasher daily; you will need to provide the brand(s) of food(s), amount at each meal and frequency of feeding as well as any special instructions in the *Guest Reservation Request* form.  
*\*Note: Unless a canine guest is intentionally kept separated from other guests for behavior or health issues (e.g. recovery from surgery), food bowls cannot be left out during the day in the general areas where dogs have access. For general safety reasons, dogs are kept separated during meals.*
- 🐾 **FAVORITE TOYS and CHEWS** – antlers, long lasting interactives like Kongs, Nylabones, etc.; please limit to no more than three (3) items; please provide specific descriptions of each item in the *Guest Reservation Request* form.
- 🐾 **MEDICATION(S) and/or SUPPLEMENTS** – it is important to provide specific information about each item and clear instructions as to how, when and how much needs to be administered in the *Guest Reservation Request* form.
- 🐾 **FAVORITE TREATS** – optional; be sure to include any food allergies and/or any type of food that is disliked or causes discomfort in the *Guest Reservation Request* form.

## **PHOTOS, VIDEOS, ETC.**

For the main purpose of open communication with clients (dog guardians) while dog(s) is(are) in the care of Gina's Doggie Den & Enrichment Center, photos and/or videos of dogs at play, on outings, enjoying R&R, or participating in other activities are taken and may be shared with them via text, email, etc. as well as shared with other clients.

In addition, Gina's Doggie Den & Enrichment Center may use these materials as part of an Internet presence (social media, website, etc.) and/or for public relations (flyers, mailings, presentations, etc.) for purposes including marketing and client education and as a means of maintaining, expanding and informing the public about our services and daily workings. Any reference to pets and people pictured is by first name only, if at all.

Client(s) signature(s) on the *Guest Reservation Request Form* is evidence of their consent, without the promise of compensation of any kind, to grant Gina's Doggie Den, including those acting under its permission, the right to reproduce, copyright, publish, circulate or otherwise use past or present photographic reproductions or likenesses or videotape segments of their dog(s).

## DAMAGE TO PROPERTY

- 🐾 Dogs with destructive behaviors resulting in **major property damage** such as but not limited to walls, woodwork, furniture, cabinetry, equipment. etc. will be crated rather than removed if they are crate trained or gated if possible.  
***IMPORTANT: Clients are financially responsible for the repair of all major damage to property.***
- 🐾 Every effort will be made to notify client(s) by text or phone if the behavior is such that it requires that the Emergency Contact come and remove the dog.  
***IMPORTANT: If a dog is removed due to such behaviors, the client remains financially responsible for the full length of the reserved stay.***
- 🐾 Dogs who are super curious and have a tendency to get into things and/or whose behavior results in the destruction of minor household and personal items will be crated or gated at night or when left alone for short periods of time. These items could include but are not limited to such things as TV remotes, eyeglasses, shoes, clothing, books, files, paper/paper products, plants, misc. decorative items, etc.

Clients are asked to write down any such items **by name** in the Guest Information form (see the bottom of page two (2) and continuing on the top of page three (3) regarding the dog's behavior and/or in the final section that allows for anything else clients might wish to mention that will help set dogs up for success). Knowing the items dogs likes to chew or destroy will allow for every reasonable effort to be made to keep these items out of a dog's reach, that is, off the floor, counters and tables or behind closed doors.

***IMPORTANT: Clients may be held financially responsible for the replacement cost for any damages made to those items not noted in the General Information form.***

