



Welcome!

Thank you for choosing North Main Pet Lodge, and trusting us with the care of your pet. We are glad to have you as a client.

Please print or save this to your computer at home, it is your copy of our policies and contract for overnight lodging and daycare services provided by North Main Pet Lodge. If you have any questions, more information is available on our website: www.petlodge.com or give us a call at (925) 256-0646

Daycare Policies

Daycare evaluations

Each dog must pass an evaluation prior to attending daycare at North Main Pet Lodge.

Evaluations are scheduled by appointment only, after you submit your completed daycare evaluation form.

We will contact you to schedule an evaluation time.

The cost of the evaluation is \$20.00.

The evaluation is to determine whether your dog is a good candidate for off leash group play. Not every dog is comfortable with, or enjoys off leash group play. If your dog is not eligible to attend group Daycare we offer other services to meet your pet's needs. It is our goal to provide a safe and stimulating environment for your pet during his/her stay with us, whether it be for dog daycare or overnight boarding.

After your dog has passed our evaluation you can make a reservation for day care.

All dogs must display health and temperament characteristics that are conducive to fun and safe off leash group play. Dogs are continually evaluated and may be removed from group play if play becomes unsafe at the sole discretion of the North Main Pet Lodge. Only dogs that are determined to be people and dog friendly can attend daycare. We reserve the right to refuse service to anyone.

In order to attend a day of daycare or group play during an overnight stay

- You must complete a daycare application or group play application.
- Your pet must pass an off leash group play assessment.
- You must sign the Boarding and Daycare contract.
- Current vaccination records must be on file with us. We require Rabies every 1-3 years and DHLPP vaccines 1-3 years or titers every year.
- We require the Bordatella Vaccine yearly, however your vet may recommend every 6 months. **Bordatella vaccines must be given at least 7 days prior to daycare.**
- Any dog with a communicable disease in the past month will require veterinarian documentation of good health before it is admitted. Please do not bring your dog to daycare if it is not feeling well (coughing, diarrhea, etc.). If your dog becomes sick while at daycare (coughing, ect) you will be contacted to pick up your dog. Your dog will be kept separate until you arrive.
- Reservations are required. Reservations made for the same day will be dependent on space.
- Cancellations must be provided 24 hours in advance, or a full day of daycare will be charged. Availability, preference will be given to daycare customers with recurring reservations.
- All dogs must be spayed or neutered at 8 months of age or younger.
- Daycare dogs must be picked up by 6pm.
- Owners will be charged \$1.00 per minute if they are late picking up their dog. After 30 minutes, we will feed them and tuck them in for the night. A \$20.00 boarding fee will apply. Dogs can be picked up the next day at 8AM, if picked up after 9am the Daycare rate for a second day will apply
- Naptime: each day your dog will have naptime between 12-2pm. If you will be picking up your pet during that time please notify us in advance so that we may make special arrangements in order to maintain a quiet atmosphere in the daycare room during naptime.

Requirements for an overnight stay

- You must sign the Boarding and Daycare contract.
- All dogs and cats must be up-to-date on vaccinations. Owners must submit written proof of the vaccinations or antibody titering within the specified time period recommended by a veterinarian.
- We require Rabies every 1-3 years and DHLPP (FVRCP for cats) vaccines 1-3 years or titers every years.
- We require the Bordatella Vaccine for dogs yearly, however your vet may recommend every 6 months. **Bordatella vaccines must be given at least 5 days prior to boarding.**

Overnight Lodging Policies

We offer overnight lodging for dogs and cats in individual enclosures.

Dogs staying overnight are not required to be dog social, we offer other enrichment services for dogs that cannot attend off leash group play, however if you want your dog to attend a group play session or daycare while boarding, you must complete a group play questionnaire.

In addition to the rules and regulations of daycare, overnight guests must be able to stay away from their owners overnight in an appropriately sized enclosure. Although staff lives on site, all dogs and cats are separated overnight and are not under continual watch in order to allow for restful sleep each night. We do an evening check of dogs and cats between 9-10 each night. Staff remains on the property.

Food

If your dog or cat has any food sensitivity, please provide your own food. Changing food suddenly can create an upset stomach (vomiting and diarrhea).

Please place the food in zip lock bags labeled with your pets name, the brand of food. Indicate whether your pet eats once or twice per day and how much you feed per meal, in standard cup measurements.

If you do not bring your own food dogs will be fed Kirkland grain free kibble mixed with a little Kirkland wet.

Cats will be fed a variety of dry and wet food, typically Kirkland dry cat food, Friskies dry food and Friskies wet food.

Other items

You may bring a **washable size** bed from home, or we will provide a bed, you may also bring a toy or two, treats and bones. **Please label everything.** North Main Pet Lodge is not responsible for items lost in the evening poker games.

Cancellation Policy

Reservations are *required* for each daycare or boarding visit.

Please understand that we have a strict staff to dog ratio for daycare and group play and we may not be able to accommodate you that day.

We reserve the right to turn away dogs if we are full that day.

We appreciate as much notice as possible for cancellations. For dogs coming to daycare, please call at least 24 hours in advance to cancel in order to allow other dogs to be able to come and play. If you fail to cancel 2 times, you will be charged a full day of daycare, for that day.

Drop off and Pick Up

Drop off hours are between 8AM and 6pm M-F, 7am drop off is available for a fee and is by appointment only and must be pre-arranged. For boarding clients, Sunday evening pick up is available between 6pm to 8pm. Please check our website for special holiday hours.

We prefer daycare drop offs between the hours of 8am and 10am. 7 am drop off can be arranged by appointment.

Daycare pick-ups between 12-2 must be pre-arranged so that naptime is not interrupted for other daycare guests.

You may pick up your dog any time during the office hours. Early drop off is available by appointment only between 7am and 8am for a \$10.00 fee.

Again, thank you for choosing North Main Pet Lodge for your daycare and overnight lodging needs. Please call (925)256-0646, or email to info@petlodge.com with any questions.