



## Reminders and Policies

**Hours: Mon ~ Fri 8:00a – 6:00p Sat & Sun 9:00a – 4:00pm**  
**Major Holidays: Closed, Days prior to and following Major Holidays: limited hours**

- All dogs need to be dropped off 2 hours prior to closing.
- Checkout time is 2:00pm. All checkouts after 2:00pm are charged an afternoon check-out fee of \$15.
- Payment is required at the time of drop off for all boarding dogs, for the reserved stay. If your dog should be picked up earlier than the scheduled date and time during a peak holiday lodging stay, no credits or refunds are given, as that space was guaranteed and reserved for your dog(s). For all other non-peak lodging stays, a credit will be applied for any future service. **No Refunds Are Given.**
- A \$50 deposit is required for each dog. We require 2 weeks advance notice for cancellations during Holidays and Peak Lodging periods, and 3 days' notice for all other stays. All deposits, if cancelled by the above time frame, may be refunded or can be credited to a future service. If cancelled without enough advance notice, the deposit will be forfeited.
- Please request any bathing service at the time of reservation or drop off. Due to activities scheduling, any services called in during the lodging stay may not be completed as requested. However, we will always do our best to accommodate your request.
- We require an appointment for lodging pick-ups. Please schedule this at your time of your reservation. We understand traffic delays and running late. Please call to let us know your new arrival time, so that someone is available to meet you in the lobby.
- Our belief is that a high level of structured activities makes for a happier stay for your pet. We offer several activity packages, and most of them are optional and can be customized to the needs of your pet. However, if you have a pet that requires specialized care (see our Special Care packages below), your pet will only be allowed to complete their lodging stay at The Dog House Inn, Inc. if the pet parent (owner) selects one of our Special Care Packages.

TLC Package: This is for our older guests, and also all guests on medication of any kind.

Special Handling Package: This is for any guest who is intact (not spayed or neutered, and over the age of 10 months), or any guest who has shown dog-dog aggression and/or people aggression.

Playful Puppy Package: for puppies under the age of 10 months.

- **Please do not call out to your dog or approach the fence when you arrive.** Doing so causes a great deal of excitement and barking within the pack. We understand your need to see your dog/s, and will be able to get them to you more easily if they are calm.
- **Please clearly label all belongings.** Please be aware that blankets and pillows can get damaged or wet.
- **Please bring enough food for your dogs stay. Please package the food per serving, in separate bags.** We are happy to provide a premium kibble for your dog's stay as well.
- **All medications are required to be in original bottles/packaging, for the safety of your dog.**

Dog/s Name \_\_\_\_\_ Date \_\_\_\_\_

Owner/s Name \_\_\_\_\_

Owner/s Signature \_\_\_\_\_