

## Petopia Daycare & Overnight Stay Policies

**Please ensure you thoroughly read and initial next to each section.**

### Hours of Operation \_\_\_\_\_

Monday to Friday: 6:30am - 8pm

Sat & Sun: 7am - 7pm

Holidays: 9am - 7pm

### Late Pick Up Charges \_\_\_\_\_

Daycare dogs can be dropped off any time after opening and must be picked up before closing hours unless alternate arrangements have been made with Petopia management. **Our latest pick up time is 9pm.** Dogs that have not been picked up by that time can stay overnight and dog parents can pick them up the next day (you will be charged for boarding). A fee of **\$10 per hour** will be charged to dog owners for late pickups or early drop offs (based on availability).

Charges for Overnight Stays are calculated based on a **24 hour period**; however, we will allow a **2hr grace period** for pick ups from the time of the drop off (this must be within Petopia's Overnight Stay hours). Should you exceed this limit, a half day (less than 6 hours) or full day (over 6 hours) of daycare will be added to your invoice.

### Drop offs for Daycare & Boarding \_\_\_\_\_

**Dogs must be dropped off no later than 2pm for boarding and daycare.** For an overnight stay, it is to their benefit to have adequate time to be able to play and socialize with their friends before the play day ends. We will not accept any dogs for boarding after 2pm.

### Reservations & Cancellations \_\_\_\_\_

We are happy to take advance reservations for boarding on a first-come, first-served basis. Petopia cannot guarantee care for your dog unless you have made a reservation in advance. Reservations are required for all overnight stays irrespective of length. **Once your dog has passed our initial assessment and trial process, you can make a reservation through our:**

1. **online booking form** (<http://petopia.ca/online-service-request/>),
2. **email** ([info@petopia.ca](mailto:info@petopia.ca))
3. **or by phone** (416) 429-7387.

### Christmas Holiday Stays \_\_\_\_\_

We require a 50% deposit for Christmas holiday reservations to hold a space for your dog. Deposit will be required at the time of the booking and are held with a credit card, debit or cash. Reservations will not be confirmed until the deposit is received. Cancellation made during this period is as follows:

- Cancellations made before December 1<sup>st</sup> will result in a full refund.
- If cancellations are made between December 1<sup>st</sup> to 10<sup>th</sup> we will retain 30% of the total cost of boarding.

- If cancellations are made between December 11<sup>th</sup> to 20<sup>th</sup> we will retain 40% of the total cost of boarding.
- If cancellations are made between December 21<sup>st</sup> or after we will retain 50% of the total cost of boarding.

## Requirements \_\_\_\_\_

In order to utilize Petopia services, you must fully complete all **5 enrollment forms** and go through our evaluation process. You must schedule a trial day of daycare (puppies under 1 year are exempt from a daycare trial but not the overnight trial) or overnight trial (24hr period) so that we may assess your dog's behaviour and temperament. All dogs must have complete, up-to-date, and approved enrollment forms on file. **ALL FORMS MUST BE SIGNED BY GUARDIAN(S).**

## Petopia Enrollment Forms \_\_\_\_\_

Each client must thoroughly read, complete and/or sign the:

- 1. Petopia Daycare & Overnight Stay Enrollment Form**
- 2. Vet Release Form**
- 3. Petopia Daycare & Overnight Stay Policies**
- 4. Petopia Daycare & Overnight Waiver**
- 5. Petopia Credit Card Authorization Form**

By utilizing our services and signing the forms, you consent that you have read it in its entirety, understand its contents completely, and acknowledge that Petopia Ltd. has limited liability regarding certain occurrences and incidents that may occur regarding your dog(s). While we take every precaution possible to ensure that all dogs in our care are healthy and safe, you must recognize that incidents will happen whenever dogs socialize together. Petopia is not liable for injuries or illness that any dog may incur while in our care. Petopia also reserves the right to quarantine, transport and/or take reasonable action regarding any dog in our care. **No dog will be admitted into our care unless the above 5 forms are fully understood, executed and verified in our systems.**

## Vaccinations and/or Titres \_\_\_\_\_

Petopia requires that all dogs remain current with age-appropriate vaccinations, including:

1. Distemper, Hepatitis, Parvovirus, Parainfluenza (DHPP);
2. Rabies;
3. Bordetella (We require a Bordetella vaccine or nasal spray every 12 months);
4. Titres for DHPP.

**You are responsible for providing us with an up-to-date vaccination certificate from your vet verifying these vaccinations are current.** We will also accept titers in place of the DHPP vaccinations. Petopia reserves the right to limit facility usage by members with expired vaccinations until valid proof of renewal is received.

## Spaying & Neutering \_\_\_\_\_

**Petopia requires that all dogs be either spayed or neutered after they reach the age of 9 months.** We may be able to allow exceptions to the rule on a case by case basis. We reserve the right to limit facility usage by clients whose dogs do not comply with this policy.

## **Flea, Tick & Heartworm Prevention \_\_\_\_\_**

All dogs must be on a flea, tick & heartworm preventative between May to November in order to protect all of our guests. **Clients must provide proof of flea prevention (either product packaging or vet invoice) before utilizing our services during this period of time.** We do not allow flea collars as they are toxic and hazardous to dogs if bitten or chewed.

## **Health \_\_\_\_\_**

All dogs must be in good health. On admission, all dogs must be free from any condition that could potentially jeopardize other guests. We will not admit any dog that we believe, at our sole discretion, to be a risk to the other animals in our care. It is your responsibility as a parent to notify us of any health related issues affecting your dog so that we can make an informed determination about how to best care for your dog.

**Please do not bring your dog to Petopia if he or she has diarrhea, a cough, vomiting, fever, worms, fleas, or has exhibited any signs of a contagious or infectious disease or illness.** If your dog is found to be sick, you or your emergency contact will be notified and your dog will be isolated until you can pick him or her up. Depending on the severity of the illness, we may also take your dog to the vet for further diagnosis and treatment.

## **Behaviour & Temperament \_\_\_\_\_**

All dogs utilizing our daycare or overnight stays services are temperament tested for suitability to socialize and play with other dogs. This helps to ensure the safety of all of the dogs in our care. All dogs must be non-aggressive and not food or toy protective. You will need to certify that your dog(s) have not harmed or shown any aggressive or threatening behavior towards any person or any other dog(s). Please remember that your dog will be spending time with other dogs and that their safety and health is our main concern. Petopia reserves the right, without explanation, to restrict usage to any dog that it deems, in its sole discretion, to be unsuitable for our daycare or overnight stay services.

## **Payments \_\_\_\_\_**

Payment must be made as goods and services are rendered. Petopia accepts Visa and MasterCard, debit and cash payments. **To use our daycare and overnight stay services, you must leave a credit card on file with us for emergency situations.** Petopia reserves the right to terminate services or suspend memberships if unpaid balances exist and sufficient notice of unpaid balances has been given.

## **Daycare Packages \_\_\_\_\_**

Daycare packages are available to clients who would like to use our daycare services on a regular basis. Packages are non-transferrable and can only be used for the dog it was originally purchased for. No refunds will be given for daycare packages unless your dog is excused from Petopia's daycare program by management. Daycare packages come in multi-day packages in both full and half day denominations. Please enquire with Petopia staff regarding the expiry date for the various packages.

## **Unlimited Daycare Plans \_\_\_\_\_**

We offer a monthly unlimited daycare package for clients that want to take advantage of the added savings and benefits. The plan starts on the day you enroll (does not have to be the beginning of the

month) and the renewal day is on the same day the following month. **We will automatically charge your credit card on file on the renewal day.** If you do not want to continue the unlimited plan, please send an email to [info@petopia.ca](mailto:info@petopia.ca) at least 3 days prior to cancel. We will require written notice for any cancellations.

## **Injuries** \_\_\_\_\_

Dogs are involved in play groups throughout their stay at Petopia. Play involves tug, fetch, chase or just wrestling with other dogs. Play can result in minor nicks, bumps/bruises or possible injury to joints, ligaments, tendons, etc. Owners will be notified upon pick-up of any "play injuries". Any serious problem will be addressed immediately. While every attempt to maintain a safe atmosphere is taken, dogs will be dogs. **In the event of an injury to your pet, we will take the necessary steps to care for your loved one, however dog parents must assume all financial responsibility. This also applies to instances in which your pet inflicts an injury to another dog.**

## **Veterinary Care** \_\_\_\_\_

At Petopia, our top priority is the health and safety of your dog. In the event your dog requires medical attention, we will make every effort to obtain the appropriate treatment for your dog in a timely manner. If we are unable to contact you for any reason, Petopia reserves the right to make decisions on your behalf for the well-being of your dog. Settlement for any veterinary bills that result from medical care for your dog will be your responsibility.

## **Leashes, Collars & Identification Tags** \_\_\_\_\_

All dogs are required to have a quick release or martingale collar with proper identification tag. The tag must be attached to your dog's collar with a legible name and phone number. **If your dog does not have the proper collar and ID tag, we will provide one at your expense.** Please ensure that the collar is well fitted and that your dog cannot slip out of the collar. We do not accept choke chains, prong/pinch collars or shock collars at our facility. Although owners' leashes will not be used within the facility, dogs must be transported to and from Petopia with their own leashes. Petopia does not take any responsibility for any damage that may occur to your dog's collar or leash while in our care.

## **Toys, Blankets & Beds** \_\_\_\_\_

Petopia will provide your dog with all the amenities including dog bed, food bowls, toys and blankets. **Please do not bring your dog's personal belongings from home as this may lead to resource guarding from your dog and potential fights among the group.**

## **Crates** \_\_\_\_\_

While we are a cageless and off-leash facility, certain activities must be conducted individually for safety reasons. We have crates in our facilities that are used for meal times and are also used for rest and downtime for certain dogs in certain situations. We find that some dogs are more comfortable in crates so if you would like to bring your own crate, please feel free to do so. We also encourage you to bring your puppy's crate in order to maintain housetraining and crating routines. If you would like to know more about how and when we use these crates please ask.

## Food \_\_\_\_\_

Since different dogs eat a variety of foods, we require that you bring in your own dog food. This will help to keep your dog's dietary routine consistent, which helps minimize stress and prevents many digestive problems. **You must package your dog's food in individual meal-size portions. Each package should represent one meal, and each meal should be clearly marked with your dogs' name and any special instructions.** Pre-packing meals in this fashion ensures that our food supply is not depleted prematurely and that your dog is fed the usual amount. **Failure to adhere to this policy may result in an additional charge of \$20.** We encourage you to provide us with a few extra meals in the event you are delayed in picking up your pet. If we run out of food for your dog, we will try our best to contact you and you can either purchase a bag of food from the Petopia or provide more food. If we cannot reach you, we will provide your dog with food from our retail store at your expense.

## Missed meals \_\_\_\_\_

Due to the new environment and changes in routine, some dogs may not eat their meals while in a boarding situation. We will monitor each dog to determine if and how many meals they have missed. For the health and well-being of your dog, we would not want him or her to go more than 2 days without a meal. As such, we may add can food to your dog's regular meal to entice him or her to eat, which will be added to your invoice. Given the amount of exercise and activity your dog gets at Petopia, it is important that we encourage our canine guests to eat.

## Medications \_\_\_\_\_

Petopia is able to administer any oral or topical medication. All medication needs to be labeled by your veterinarian, with the dog's full name. Please bring at least two extra days of medication in case you need to extend your stay. In addition, please carefully review medication instructions with a Petopia staff member at the time of reservation and check-in. We will only administer medications in a safe and responsible manner. If you fail to comply with the above instructions we reserve the right to stop administering medications to your dog as a safety precaution. If we are unable to contact you, we will arrange to consult a veterinarian – in most cases your dog's regular veterinarian so long as he/she is available. Any resulting charges are your responsibility and are due when you pick up your dog. Please remember to collect all unused medications at the time of pick-up.

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I, \_\_\_\_\_, certify that I have read and understand the policies set forth on the preceding pages and that I have read and understand this agreement. I agree to abide by Petopia's policies and accept all the terms, conditions, and statements of this agreement.

**Name of dog(s):** \_\_\_\_\_

**Guardian(s) name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_