

# Stuff You Need To Know

All Times Are By Appointment (NOT time ranges)

## BOARDING DROP-OFF & PICK-UP HOURS:

Mon, Wed, Fri: 8:30a-10a & 5p-6p

Tue, Thu, Sat: 8:30a-10a & 3p-5p

Sunday: 8:30a-10a & 4p-7p



Knowing your pup is being loved and cared for at our home while you're away, just might make YOUR tail wag! To ensure the safety and well-being of our guest dogs and our staff, we require the following:

- **All dogs must be able to live peacefully with other dogs in a group environment.**
  - **Behavior:** All dogs must be comfortable when left unattended in our home for short durations, be potty trained, and be a courteous guest in our home. Dogs who are extremely high energy, very anxious, have no training boundaries, or are puppies may not be a good fit for our social boarding environment. Their needs are greater than we are prepared to handle, as this is our home.
  - **New Dog Evaluation:** All new dogs must pass a Complimentary Evaluation prior to being accepted for boarding. This must be done in advance of boarding check-in date.
  - **Age / Gender:** We do not take puppies as their needs are often greater than we can accommodate. All dogs must be at least 1-year of age. All dogs must be spayed or neutered. We don't mind which gender they "identify" with <giggle>.
  - **Reservation Request:** All requests for service can be made in your online Pet Care Portal. As we limit the number of dogs we take, we often are booked well in advance. **DON'T WAIT TOO LONG!**
  - **Check-In & Check-Out Times:** Due to the cage free environment, all arrival/departures are by **appointment only** for the safety of the dogs. Our hours are listed above. Please text us 15 minutes prior to your arrival for the safety of the dogs. Excitement in a dog pack can trigger unwanted compulsive behavior such as anxiety or even biting. We minimize the excitement for all arrivals & departures by sticking with appointment times for safety.
  - **Payment:** All fees for service are paid in advance via our Online Pet Portal (or other online services if applicable). Once your request has been scheduled, you can pay by Credit or Debit card and we accept PayPal too. Payment confirms your reservation. All fees subject to change without notice.  
(a 3% office fee is included on all online payments)
  - **Cancellation Policy:** 72-hour notice (12 days during Peak Holiday times) is required for Cancellation and/or Early Check-Out to be honored. After that period, a reservation is non-refundable as we have often turned down business based on your reservation.
  - **Vaccinations:** All dogs must be in good health and have proof of current VACCINATIONS including:
    - > Rabies: 1 or 3-yrs
    - > Bordetella (Kennel Cough): 12-months
    - >> **NEW** Dog Flu (H3N8) - Please discuss this with your vet
    - > DAP or DHP (Distemper-Parvo Vaccine): 1 or 3-yrs
    - > ParaInfluenza (MAY be part of Bordetella Vaccine)
- NOTICE:** All shots must be administered at least 1-week prior to check-in, and NOT the day before arrival as some are live viruses. For the safety of our dog guests, a reservation will not be honored.
- **Flea/Tick Program:** All dogs must be current on a flea/tick program and be parasite free. We prefer to leave our "natural" terrain outside, and not hitching a ride inside our home on your dog.
  - **We've Got You Covered!** Dogs can play "Ruff"! Our **PREMIUM PET INSURANCE** will allow you to rest assured that if by chance your dog incurs an injury during a stay here, a safeguard is in place to help with unforeseen issues\*. \*Please see our website for full details.

# Create An Online Pet Portal

**Pet Sitter Plus**  
Professional pet sitting software

You have two ways to establish your Online Pet Portal with us.

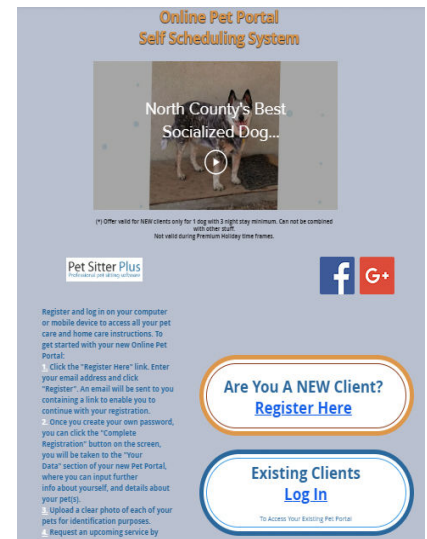
- A)** Go to the RESERVATION PAGE on our website and click on the REGISTER HERE button. Use your email address as your login, then create your own password.
- B)** We send you a **Welcome Email**, so then you can click on the link and use your email address as your login, then create your own password.

Once you have registered, you can click the Existing Client **LOG IN** link on the Reservations Page of our website at any time. Now, all your request for services and payments can be made online. Want to change or cancel a booking? No problem. You can now do it online.

Inside your new Pet Portal, enter the all information to help us to care for your pets in the **YOUR DATA** section:

1. Your contact information.
2. PETS - Click on your **PETS NAME**, then please click the **PET PROFILE** to add the information we'll need to care for your pet in all three sections:  
Pet Stats, Vet Info, and Feeding & Meds.
3. **IN-HOME** - complete this section **ONLY** if we will be visiting your pet **AT YOUR HOME**.

Please keep each Pet Profile current, as this will be the info we use while caring for your pets. You can even add a picture of your pet!



**TO REQUEST FUTURE SERVICE:** From your Pet Portal, click on the **green Request Service link** in the upper right corner.

- >> **For Dog Boarding, Step 1:** select the date, the service: **Check-IN**, and choose a time.
- Step 2:** select the date, the service: **Check-OUT**, and choose a time. (Due to the Cage-Free environment, all guests must have appointment times, not ranges).
- >> **For In-Home Visits**, select each day you would like service, then the service type (ie: AM or PM)

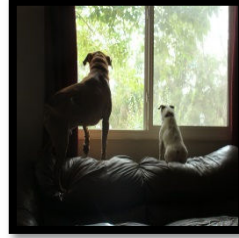
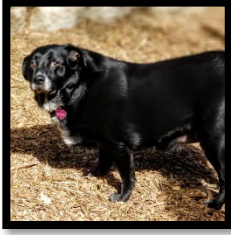
*Please note this is only a request and should not be considered "booked" until you hear back from us. (If you ever don't hear from us in 37.5 hours, please call us at 858-735-0550.)*

**PAYMENT:** Once your reservation is confirmed by us, you will receive an **INVOICE** Email with all the service details. Please make sure your dates/time are correct on the invoice. Then you can login to your Pet Portal at any point and pay online for your pet services in advance via Credit/Debit Card or PayPal by the due date to complete the process. That's it!!! Your pet's PAWcation time is set!!!

## **HOLIDAY PREMIUMS:**

During Peak Holidays, there is an additional \$5 per night/ per dog (or visit) charge. These apply to the following: Thanksgiving (Mon -Sun); Christmas/New Years (Dec 20 - Jan 2), Memorial Day Weekend (Friday-Monday), July 4th (days vary), and Labor Day Weekend (Friday-Monday). **Premiums go directly to the staff who give up their own holidays to help make yours special.**





## WHAT TO BRING:

- ✓ **Food** - Your Pet's food prebagged (helps to keep them regular & avoids upset tummies)
  - ✓ **Vaccination Record** - A **COPY** (not original) of your pet's updated shot records
  - ✓ **Care Contract Form** (download from our website on the "Reservations" page)
  - ✓ **Parasite Free** - Make sure their Flea & Tick Program is current
- ☆ **Optional:** Your pet's bed/blanket. Make sure all items are labeled, washable, and maybe expendable.

Please bring your dog into the facility wearing a collar and leash. Do **NOT** bring your dog's favorite toy, as some dogs become possessives over their items.

