



Welcome!, and Thanks for considering your pet's next stay with us. We are located in the countryside of Yadkin County. Our facility is a smaller more hands on kind of place and is situated off the main road. Country life abounds here and your pet will be offered many wonderful sights and sounds of living in the country, such as gardening, children playing, wildlife roaming and a rooster crowing the wake-up call. Beagle Run is located next door and your friend will be excited to see and hear the beagles traipsing through the woods daily in search of that elusive rabbit. We also live on the property, enabling us to keep an ever watchful eye on your friend.

Our facility is family owned and your friend will be treated as family. We strive to make them happy, safe and secure. Our bedrooms are uniquely decorated and have raised bedding with designer cushions. The inside runs are approx. 5' x 6' with a doggie door opening to the outside run which is 5' x 10'. Each outside run then opens up to our playgrounds. Our new wing (due to open late 2010) is similar along with a daycare area, larger playgrounds and water parks. It is a climate controlled environment, with soft music playing or TV and soft lighting at bedtime. Is your pet an escape artist? Not to worry, we have taken extra measures to prevent such happenings here. I'll be happy to discuss any concerns you may have. Inside and most outside kennels have panels 3ft high so that your pet feels secure in his/her room. They cannot see the ones next to them and cannot be nipped at through the fencing. Outside shading coming soon!

We encourage personal items while here. The belief is, that the more like home they feel the happier our guests are and that's a priority here. A calm and happy environment! You may even bring their own beds. However please note we cannot be responsible for lost or damaged belongings. We feed Purina One small bite along with dog biscuits twice daily. You are also welcome to bring your own for special diets or picky eaters.

I rotate guests one at a time, in/out of the playgrounds throughout the day. The number of guests staying will determine amount of time in playground. A minimum of 1-2hours for each pet daily. Your dog/cat will be tucked in at bedtime with a light massage and/or treat. Each if on their best behavior will be allowed "office time" to roam the inside areas with me, while I go about cleaning and paperwork. This is a special time for them and they certainly feel like the "Top Dawg". My children do love the guests and if your friend would like their company, there will be supervised playtime with them. As of now due to time constraints I have discontinued nature walks, unless I should find them necessary to make your pet bond and be more comfortable during their stay.

Feline guests are offered a "kitty condo" with a looking glass window to

the outside away from our canine friends. Supplied multi-level lounging pads and of course the litter box. Since feline guests are fewer, I am unable to keep fresh food on hand, please provide your own. Look for the new larger condos with play towers and fish to keep the curiosity going! (coming 2011)

All pets must be accompanied by a current shot record showing current on Parvo/distemper, rabies and bordetella vaccine for dogs. I am licensed by Dept of Agriculture veterinarian division and cannot allow check-in until I have a record on file. (NO EXCEPTIONS). I do my best to remind you at future bookings if records are not current, however it is ultimately your responsibility to check and bring updated ones at drop off.

Each pet will be checked for fleas upon entering our facility and if present will be shampooed and dipped at your expense, (personal belongings will be removed and secured). Please let us know if your veterinarian has advised against dipping due to age or other reasons. (We cannot be held responsible for any adverse reactions) Fleas may not always be seen on first inspection, especially if a light case. They are fast and some very minute. I spray for fleas regularly, however I do groom dogs with fleas and I could possibly overlook a boarder with a light case. Fleas are very aggressive and can jump on your pet while going from the house to your car. These are the very reasons I suggest preventative monthly topical flea treatments because the very best well kept dog or kennel can host a flea.

It is my desire to keep this a safe and clean facility. However, the unforeseen can always occur. Yadkin Veterinarian Dr. Arnold oversees this facility and provides me with a yearly protocol for disinfecting, vaccines required, etc. Should your pet become ill during their stay, I will do all possible to take them to your personal vet. However, should it be after-hours or of an extreme emergency, I would seek the closest, open facility. I will contact you and discuss treatment if time allows and I am able to reach you. Please note that I am now pet CPR/rescue certified. It is my total desire that your friend come home as happy and healthy as when they came.

I work many hours each week outside my 8am-6pm schedule. While I try to keep my business hours mostly within that time frame, I adjust them according to the needs of each day (ie: appointments). With so many weekend hours involved. I have found it very hard to fit in down time, family time, personal and home maintenance. Therefore I ask each of you to understand my need to only be "in the office" for the time period as scheduled for that day and kennel time. Therefore I may not be available should you come unexpectedly or late to pickup or drop off during those hours. It is always a good idea to call in case I'm not available if you need to come unscheduled. I will return calls as soon as possible during weekdays.

Weekends: I do live on the premises and am able to work often with our guests outside of business hours. Therefore I ask everyone to please respect our "OFF" time. We are not open to the public for calls, drop-offs, pickups or tours outside of business hours unless previously arranged. **NO EXCEPTIONS.** Weekend pickup times will be at my convenience, **NO EXCEPTIONS.** I will operate only 1-2hr time periods on Saturdays and Sundays once a day. Please do not ask to adjust times. I reserve the right to be closed some weekends and/or holidays. (with prior notice given.) If you cannot meet times given for weekend operation or holidays, it would

need to be worked out during business hours. Please do not call on weekends expecting a return call outside of hours. Our machine is located in the office at the building and does not get listened to on weekends. Should you decide to cut your trip short, **do not** arrive unexpectedly on weekends for pick-up, please keep our arranged time only. If I have not scheduled any weekend pickups, I sometimes close for a fun day with my kids, dogs and/or family. (see rates below for unscheduled/early pickups) While I understand very much that you have missed your friend dearly and are very anxious to see them, we hope you understand we miss our family too. Know always they your pet is being lovingly cared for and most likely enjoying themselves tremendously.

I welcome calls to check on your pets, but please do so **only** during business hours only. Calls outside of regular hours will be returned at the start of the next business day.

Please be timely as I have limited space available and must clean, disinfect as well as dry each room as guest leave, timing is of the essence, especially during holidays or peak season. I must operate with specifics on date/time of pick-up or drop-off. A full kennel, a late pickup or early drop off can displace a pet. I am licensed by the state and have to adhere to strict regulations on housing of animals and could be subject to hefty fines, so please be firm with your arrangements.

While I absolutely love working with your pet, I also look to this as my source of income. I ask that you **kindly** give a preferred 7 day or more notice for cancellations, so I have time to clear waitlisted clients. It is all but impossible to fill the space with 24 hours or less time to do so. No shows or those canceling 24hours or less may be required to pay in full for next reservation.

I do expect a fair amount of damage with heavy chewers or puppies. Should your pet cause major damage to our facility, you will be responsible for cost of replacement at check-out. We have designed the facility to be as safe as possible and regularly inspect for possible dangers, however dogs will be....well... dogs and it absolutely comes with the territory. Beds will be removed so as not to cause a choking hazard, if one is being chewed on, etc. I do encourage bringing chews toys as a distraction.

Please **do not** open gates where pets are or go into any kennel areas without permission. **Do not** go into fenced areas to get even your own pet. Only I can release them to your care. I am responsible for your safety as well the pets. You may unwittingly allow someone else 's pet loose or get bitten by one. I adore children when they share my love of animals, but not all animals love children or may have phobias that you are not aware of. So please **do not** allow children to roam the facility unattended. ALWAYS ASK before petting any pet other than yours.

Pets left in our facility 10 days after projected pickup will be placed at my discretion.

It is your responsibility to pay all veterinary and other necessary services incurred by and for your pet during it's stay in this facility at check-out. This boarding facility agrees to exercise all due and reasonable care to prevent injury or illness to any of our guest. However, in the event of illness or injury, the owners and employees of this facility shall not be held personally liable for such injury or illness.

NO grooming on sat/sun Short weekend stay/ grooming will not be available.

Kennel rates 0-30lbs 12.00 per day, 31-60lbs 14.00 per day, 61lbs & up 17.00 per day. More than one pet will be given a 1.00 per day discount if staying in same kennel. Cats 9.00 per day.

Medication/insulin \$1.00
per time record keeping/administration fee

Special feedings outside our scheduled feedings 1.00 per day.

Flea dips
Starting at 15.00 and up (charged by weight/fur type)

Saturday/Sunday and Holiday drop-off
or pickup \$5.00 per kennel, per time

No After hours pickups or Drop offs allowed

Effective 6-11-12