



# All About Dogs of Northeast Ohio, LLC

Setting the Standard for Exceptional Pet Care Services!

## "All About" our Overnight Boarding Doghouse Rules



### RESERVATIONS

- 🐾 All clients must complete our customer portal registration and sign our agreement form prior to your dog's stay. This is accessible through the client portal section on our website [www.allaboutdogsllc.com](http://www.allaboutdogsllc.com).
- 🐾 Drop off, mail or fax your dog's current vaccination health certificate 5 days prior to your scheduled check-in date. The certificate of health must document a negative fecal/stool exam test result within the 60 days prior to your first visit.
- 🐾 Your reservation will be confirmed once all the documentation is complete and deposits, if applicable are paid in full.
- 🐾 A \$50.00 deposit is required for any reservation that falls during peak capacity periods and major holidays. The deposit is processed at the time a reservation is made, and is applied to the total bill upon check out. We are unable to confirm a reservation until the deposit is received. Cancellation of a reservation for any reason, at any time, will result in a forfeit of the deposit. Adjustments made to the reservation that are greater than one day on either end, will result in a forfeit of the deposit.
- 🐾 We require a minimum of 72 hours notice for all cancellations. If 72 hour notice is not given you will be charged a \$50.00 cancellation fee regardless of the length of your stay.
- 🐾 **PLEASE NOTE: All dogs must have up to date DHLPP, Bordetella, and Rabies vaccinations. (THIS INCLUDES LEPTO!) Vaccinations must be at a current status minimum 72 hours prior to boarding, and owners are required to submit a copy of their dog's vaccinations health certificate with application no less than 5 days prior to check-in.**
- 🐾 Your dog must have a current negative fecal test on file before your scheduled check-in date.
- 🐾 All dogs must be on flea, tick and heartworm prevention. If a guest is found to have fleas or a flea infestation, they will be given a flea bath at the customer's expense.
- 🐾 All dogs must be in good health. Owners will certify that their dog(s) is in good health and has not been ill with a communicable condition in the last 30 days. If your dog becomes ill with a communicable condition, we will require a veterinarian certification of health to be readmitted.

### CHECK-IN / CHECK-OUT HOURS

- 🐾 **Check-in:** Normal drop off hours are Mon-Fri 1:00pm - 5:00pm. Sat 12:00pm-3:00pm. Sun 11:00am - 12:00pm. Holidays by appointment only with a \$5.05 holiday arrival fee. **\$15.15 early check-in fee.**
- 🐾 We are not able to accommodate Sunday drop offs outside of our arrival window.
- 🐾 Early check in fees do not apply to Sunday or Holiday drop offs.
- 🐾 **Check-out:** Check-out is from 10:00am to 1:00pm 7 days of the week including holidays. Guests leaving after 1:00pm will be charged a **\$15.15 Late-Check-Out fee.** If picking up after hours or on holidays, we require that you pre-pay at drop off. There is a \$5.05 holiday pick up fee for any holiday departure.
- 🐾 Check-ins and check-outs before or after regular scheduled hours are by appointment only. We are not able to accommodate times before 8am Mon-Sat or after 7pm daily.
- 🐾 Changes to reservations can only be made during office hours; this includes early arrivals and late departures. After hour technicians on staff are not authorized to release overnight guests without a pre-scheduled appointment. Our office is closed on Sundays and on all major holidays.
- 🐾 We are not able to accommodate after hour departures without a valid credit card on file.



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### RATES

- 🐾 **Luxury Suite Rate:** \$45.45 per night (\$5.05 additional fee for three or more same family dogs residing in one room)
- 🐾 **Day Boarding Rate:** \$28.28 full day, \$16.16 half day
- 🐾 **Overnight Guest Doggy Daycare:** additional \$ 18.18 full day, \$13.13 half day
- 🐾 **One Night Stay on a Major Holiday:** \$55.55 (New Years Day, Easter, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving, Christmas)

### POLICIES

- 🐾 All dogs must be at least 12 weeks old to be boarded overnight.
- 🐾 Female dogs not surgically altered can not be boarded during their estrus cycle.
- 🐾 All dogs boarded together must reside in the same household.
- 🐾 All dogs must be on a leash when entering or exiting the building, and owners are responsible for picking up solid waste in the parking lot or grounds of All About Dogs of Northeast Ohio, LLC
- 🐾 All About Dogs strives to accommodate and mimic each client's home routine as best as possible. In order to ensure that all guests are provided equal care and attention, an additional fee of \$10.10 per night may be added if instructions and time needed exceeds our allotted time constraints. This may include an extreme amount of medications, intricate feeding requirements or special needs and instructions that require additional time above our routine. Each case will be evaluated on an individual basis and any additional fees will be discussed and agreed upon prior to the date of your reservation.
- 🐾 We are unable to accommodate after hour departures unless a credit card is saved to the clients portal or payment arrangements are made at check-in.

### ADDITIONAL RULES

- 🐾 **Medication:** A staff member will administer any *reasonable* amount of medication as instructed by the customer or the customer's veterinarian without an additional charge.
- 🐾 **Cancellation Policy:** Because space is limited, reservations must be cancelled 72 hours in advance of scheduled check-in to avoid a cancellation fee.
- 🐾 **Method of payment:** **Payment is due in full when you pick up your dog.** We accept cash, checks, Visa, MasterCard, American Express, and Discover credit cards. If payment is not made on departure a \$25.25 carrying fee will be charged. If you or an authorized guest is picking your dog up after regular scheduled hours we require pre-payment at time of drop off. We are not able to hold a credit card on file or take payment over the phone.
- 🐾 **Returned check fee:** There is a \$15.15 fee for all returned checks.
- 🐾 **Doggy Daycare:** If you wish to have your dog attend doggy daycare or playgroups, we will perform a temperament evaluation of your dog(s) upon arrival to determine eligibility. There is a one-time, non-refundable \$10.10 fee per dog to perform the temperament test. Daycare/playgroups will be available for an additional \$18.18 for full day and \$13.13 for half day that you choose to have your dog attend. Please be aware that the daycare environment is not suitable for all types of dogs and that the evaluation may indicate that your dog may not be a good candidate.
- 🐾 **Belongings:** Your dog's comfort is very important to us. We encourage you to bring your dog's favorite food, treats, toys and bedding but please limit it to a few of your dog's favorites. Any belonging brought into the kennel will be labeled with a permanent marker using your last name or your dog's name. This includes bedding, toys, food containers, scoops, medication, carriers and bags of food or treats. We have a large supply of stainless-steel bowls in a variety of sizes so unless your dog requires a special feeding bowl such as a slow feeder or bowl riser, please leave their bowls at home.