



# Canine Country Club of the Lake

## POLICIES & PROCEDURES

### MISSION

Our mission is to provide a luxury facility with multiple pet services, in a clean, safe and fun environment. We strive to enhance the happiness of your dog and hold our customer satisfaction in highest regard.

### HOURS OF OPERATION

	<b>Daycare</b>	<b>Boarding</b>
Monday - Friday:	6:30 AM - 7:00 PM	6:30 AM - 7:00 PM
Saturday:	8:00 AM - 4:00 PM	8:00 AM - 7:00 PM
Sunday:	Closed	8:00 AM - 7:00 PM

### FEE POLICY

All fees are due at time of pick-up of your pet. Cash, checks, and major credit cards are accepted. A \$25 service charge will be applied for all returned checks.

### DAYCARE RESERVATIONS/CANCELLATIONS

**Reservations:** An appointment is required for all Daycare visits. Please refer to our hours of operation section for the best time to reach us. We reserve the right to decline Daycare service to your dog if you arrive and are not on the schedule.

Dogs must be dropped off no later than 11:00 AM & can not be picked up before 3:00 pm.

**Cancellations:** There is a \$15.00 fee per dog charged to clients who do not call or email to cancel daycare. **Cancellations must be made by 4:00 PM the day before a reservation.**

We offer Re-Occurring Appointments if you have set days you would like to attend. **Two no shows or two failures to meet our cancellation policy of 4:00 PM the day before on a Re-Occurring Appointment will result in a loss of the Re-Occurring Appointment schedule.**

### DAYCARE PACKAGE PURCHASES

5, 10 & 20 Day Packages are available for clients to purchase for Daycare. These packages provide significant savings. They are to be utilized within Six Months of purchase and are Non Refundable/Non Transferable.

### STAY & PLAY (BOARDING) RESERVATIONS/CANCELLATIONS

**Reservations:** For Stay & Play reservations you must contact us directly to confirm by telephone, email or in person. As a courtesy, our office will attempt to contact you for confirmation prior to your reservation. However, we do ask owners to assume responsibility for their pet's reservation.

**Cancellations:** If your schedule changes and necessitates rescheduling a reservation, we ask that you do so at least **seven days in advance**. Failure to give seven day notice will result in a "cancellation charge" equal to one night's stay.

### **SELECTION OF DOGS**

All daycare and stay & play dogs must be able to be handed over to our staff. Dogs will be selected based on temperament and behavior in relation to humans. Your dog does not have to be able to socialize with other dogs but must be able to be cared for by humans. We take great pride in selecting dog's that are safe and appropriate for our environment here at Canine Country Club of the Lake. A "Zero Tolerance" rule is enforced at our facility to maintain a safe environment for other dogs as well as pet handlers. Any aggression toward other dogs and/ or pet handlers will not be tolerated.

### **BEHAVIORAL MANAGEMENT**

All dogs are encouraged to display good behavior while at the Canine Country Club of the Lake. This is critical in order to maintain safe play groups, for the safety of our staff, and to minimize stress on other dogs. Dogs that display poor manners (jumping, door bolting, bossiness, inappropriate play, ect.) may be corrected in the following ways: use of leash and/ or drag line, timeouts, or removal from play group. Minimizing pet stress is always our goal. We may suggest training sessions if a dog continues to be problematic. We will discuss any and all behavior issues with pet owners as they arrive.

### **OVERALL HEALTH**

All dogs visiting the Canine Country Club of the Lake must be in good health. For the protection of our facility, any pet with a communicable condition will not be allowed. Dogs adopted from shelters need two weeks in-home prior to admittance to our facility. Dogs that have been ill with a communicable condition within the prior 10 days will require a veterinarian's certification of health prior to being re-admitted to the facility. Dogs must be on an effective flea control program; if fleas are found at check-in a mandatory flea bath will be given at the owner's expense and the owner will be notified.

### **VACCINATIONS**

All vaccinations must be current. Canine Country Club of the Lake requires written proof of vaccinations from a Veterinary Hospital prior to your canine visit. Vaccines must be up to date at least 10 days prior to arrival at our facility. Required vaccinations include **DHLPP, Rabies** and **Bordetella**. Canine Influenza is not mandatory but is highly recommended. Please discuss your pet's vaccination schedule with your vet. Titers will be accepted with proper documentation and must be updated annually.

As a courtesy, our office will attempt to contact you if it has come to our attention that your pet's vaccinations are about to or have expired prior to a scheduled visit to Canine Country Club of the Lake. However, it is ultimately your responsibility to keep all vaccinations current on your pet. Failure to maintain current vaccinations upon time of visit will result in cancellation of your reservation.

### **NEUTER/SPAY**

All dogs attending Canine Country Club of the Lake that are older than 6 months must be neutered or spayed in order to participate in group play. Individualized play sessions with our loving staff is available for those who do not participate in group play.

### **HEALTH MAINTENANCE**

Your pet is under constant supervision by experienced personnel. If a medical issue arises while your dog is in our care, we will take the following steps:

1. We will contact the owner immediately
2. If the owner or emergency contact person is unavailable, Canine Country Club of the Lake will call a veterinarian for immediate treatment.
3. All incurred vet fees are the responsibility of the owner, including a minimum charge of \$30 for transportation if a visit to the vet is required.

Please keep in mind we cannot prevent all dog communicable illness. Due to dogs being in close proximity such illness may include, but not be limited to: tracheobronchitis or canine cough, intestinal parasites and "doggie pink-eye." PLEASE notify staff if you have a dog with a decreased immune system. It is also the owner's duty to report any signs of change in their dogs health immediately and KEEP dog from play group (I.e. sneezing, coughing, diarrhea, discharge from eye, lethargy, ect.) The staff do their very best to watch for any signs of illness and owner will be called to come and take pet home if any signs are observed.

### **SPECIAL NEEDS/REQUESTS**

Special circumstances regarding health and medication issues will be discussed and priced accordingly at time of application and interview process. Our goal is to have all inclusive pricing.

If you request daily brushing for proper maintenance of long coated dogs, a \$10 daily brushing fee will be applied. Please remember dogs who play very actively in play group and who use water pools may quickly develop mats. Please let us know upon check-in if you desire brushing service for your dog.

Please note that due to outside play, it is very difficult to keep "hard-playing" dogs clean. Our staff will wipe down and "spot" clean dogs before pick-up, but we cannot guarantee a perfectly clean dog after a day of play.

### **SUPERVISION**

All pets are cared for by a qualified pet handler. Dogs are supervised by staff at all times and never left unattended in group.

We are a 24 Hour Operation. Dogs are physically handled from 6:00 AM – 10:00 PM. We have staff on site through the night for safety.

### **PLAY INJURIES**

Dogs are involved in play throughout their stay at Canine Country Club of the Lake. Play involves tug, fetch, and interaction with other staff or other dogs. Play can result in minor nicks, bumps/bruises or possible injury to joints, ligaments, tendons, ect. Owners will be notified upon pick-up of any "play injuries". Any serious problem will be addressed immediately. Playing on any solid surface can result in abrasions to the dogs' pads and owners must be aware this cannot be prevented if their dog is to be involved at Canine Country Club of the Lake.

### **PERSONAL BELONGINGS**

Feeding dishes, water bowls, and bedding are provided at Canine Country Club of the Lake. If you do bring your canines personal belongings, please limit toys and bedding. Please do not bring bowls. Please

do not bring toys that a dog may ingest (I.e. stuffed toys for dog to "de-stuff, rope toys). Please be careful of chew treats that your dog may ingest, due to the potential of colon blockage.

## **FOOD**

Snacks are provided for all dogs at Canine Country Club of the Lake. While we will be happy to provide our "house" food for an additional charge, sudden food changes can result in stomach upset so please bring food for your pet. If your pet is staying overnight, bring premeasured food in sealed containers with lids or in plastic sealable bags (I.e. If your dog needs 1 cup AM and PM, you will pre-measure (2) 1 cup meals for each day).

With medications and food, please bring enough for your pet's stay plus a few days extra in case of an emergency or for an extended stay. A feeding fee of \$2 per dry meal and \$3 per wet meal will be applied if your pet does not have food and needs to use our "house" brand.

Please do NOT mix medications in with premeasured food. We administer all medication separate from food.

If your dog has not eaten within 24-48 hours of arrival, we will provide canned "house" food (at owner's expense) to stimulate appetite. This is of special concern for those dogs that are diabetic and/ or on medications.

## **ABANDONMENT**

If a pet is not picked up by the scheduled departure date, we will attempt to contact the owner immediately. A pet will be considered abandoned after ten days if all attempts to reach owner and family (including phone, mail, and certified letter) are unsuccessful (according to NJ State Law). An abandoned pet will become property of Canine Country Club of the Lake and will be re-homed as we see fit.

## **SANITATION**

All pet areas are continuously cleaned and disinfected daily. The interior is designed for easy sanitation and cleaning.

## **BUSINESS HOURS**

Canine Country Club of the Lake business hours: Monday-Friday 6:30 AM - 7:00 PM, Saturday 10:00 AM - 4:00 PM Phone: 973.663.2002. We are a 24 hour operation for our four legged guests. All communication with our clients takes place during our business hours.

**The owner and staff thank you for choosing Canine Country Club of the Lake. We look forward to providing a safe and fun experience for your best friend while you are at work or on vacation.**

**Consider Canine Country Club of the Lake your dogs' home away from home!!**

*Policies & Procedures are subject to change as needed by Canine Country Club of the Lake*



## 10 Day Policy

For the safety of all dog's enjoying Daycare or Boarding at our facility we have a 10 Day Policy in place. The goal is to minimize the potential of exposing our facility to airborne sicknesses that can spread quickly in our environment.

Our 10 Day Policy prohibits dog's from entering our facility if they have been to or experienced any of the following within 10 days of arrival:

- ❖ Grooming Facilities (Includes Mobile Grooming)
- ❖ Other Dog Daycare or Boarding Facilities
- ❖ Veterinary Hospitals
- ❖ Dog Parks
- ❖ Indoor Adoption Events with Adoption Dog's on Premise
- ❖ Adopted a New Dog
- ❖ Fostering a New Dog

# Cancellation Policy

## DAYCARE Cancellation Policy

There is a \$15.00 fee per dog charged to clients who do not call or email to cancel daycare. **Cancellations must be made by 4:00 PM the day before a reservation.**

Loss of Re-Occurring Appointment Schedule: **Two no shows or two failures to meet our cancellation policy of 4:00 PM the day before on a Re-Occurring Appointment will result in a loss of the Re-Occurring Appointment schedule.**

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## STAY & PLAY (BOARDING) Cancellation Policy

“Peak Season” Cancellations: If your schedule changes and necessitates rescheduling a reservation, we ask that you do so at least **seven days in advance.** Failure to give seven day notice will result in a "cancellation charge" equal to **one night's stay.**

“Peak Season”:

- Summer: Friday before Memorial Day through Monday Labor Day
- Holidays: Wednesday before Thanksgiving through Monday after Thanksgiving & December 24<sup>th</sup> – January 2<sup>nd</sup>

“Non-Peak Season” Cancellations: If your schedule changes and necessitates rescheduling a reservation, we ask that you do so by **11:00 AM the day before arrival.** Failure to notify us by 11:00 AM will result in a "cancellation charge" equal to **one night's stay.**