



Top Dog Daycare
Day Care • Boarding • Grooming
1965 Hard Road
Columbus, Ohio 43235
P: 614-766-5440
F: 614-766-5443

Top Dog Daycare, LLC Policies and Procedures

Vaccinations

All dogs must have the following vaccinations or proof of titers, titers will need to be redone every six months:

- DHPP (note we do require Lepto)
- Rabies
- Bordetella (we suggest this be given every six months)
- Negative stool check in last year

Reservations

Reserve your dog's daycare visit as far in advance as possible. Space is on a first-come, first-served basis, so it pays to plan early. It also helps if you have set days (i.e., every Monday, Wednesday, Friday, etc.). If you have set days, you need to let us know at least 24 hours in advance of any schedule changes or you will be charged for missed days. Surprise visits are strongly discouraged. Standard and economy boarding rooms book up as much as two months in advance for high volume times. Please book early if your dog can not do deluxe boarding.

Cancellations

We require at least 24 hours notice prior cancellation of any daycare service and 4 days (96 hours) for boarding services. Late cancellation will result in you forfeiting your ENTIRE boarding deposit, regardless of the cause. (i.e. illness of owner, illness of dog, death in family, change of plans, work related...).

- Boarding visit drop-off for any time on Friday must be cancelled by 7 p.m. on preceding Monday.
- Boarding visit drop-off for any time on Thursday must be cancelled by 7 p.m. on preceding Sunday.
- Boarding visit drop-off for Wednesday must be cancelled by 7 p.m. on preceding Saturday.
- Boarding visit drop-off for any time on Tuesday must be cancelled by 7 p.m. on preceding Friday.
- Boarding visit drop-off for any time on Monday must be cancelled by 7 p.m. on preceding Thursday.

Print Name _____

Pet Name _____



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Daycare Feeding and Medication

We will feed and/or medicate your dog at no charge. However, you must provide us with each day's supply (labeled with your dog's name, your last name and AM/PM, please) at each visit. If you do not bring your dog's food we will feed him at an additional charge of \$1.00 per meal. We are not responsible for lost or damaged items left with your dog.

Sick and Injured Dogs

If your dog is sick, please take him to the vet. We reserve the right to refuse daycare or boarding if your dog arrives sick or flea-infested. If your dog gets sick while here, we will make every attempt to contact you. We will either quarantine the dog until you can pick him up, or we will take the dog to our vet if we deem it necessary. Life threatening illnesses or injury will be treated as deemed best by the staff of Top Dog Daycare, LLC within their sole discretion. **All veterinarian bills are the responsibility of the owner, regardless the cause.**

PLEASE INITIAL _____

Grooming Guests

Grooming Guests must have the same proof of vaccinations. All dogs will remain on leash. If your dog bites an employee, guest or dog, we may refuse services in the future.

Deposits for boarding

We require a 25% deposit to reserve your boarding appointment or a 50% deposit for all stays more than fourteen days in length. This deposit is due at the time of the reservation. No reservations shall be made without a deposit. When the appointment is kept the deposit will be applied to the bill. Clients with prepaid packages do not need to make a deposit. However, if a reservation is not cancelled within the time required pursuant to our policy, the deposit shall be deducted from any pre-paid account. **Please see cancellation policy for refund criteria.**

If you make your reservation less than 4 days of the drop-off time, and later need to cancel it, you will forfeit the deposit, even if it is within the same day of making the appointment.



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Further Boarding Policies

Saturday pick-ups are between 8:00 a.m. to 12:00 p.m. by appointment only. We do offer Sunday pick-ups for an additional \$25 charge between the hours of 8:00 am and 10:00 am. You must pay your bill in full at check-in to participate in Sunday pick-ups.

The Owner shall provide food and written feeding instructions. A \$1.00 charge per meal will be assessed for anyone not bringing his or her dog's food.

If your dog becomes destructive in our boarding facility, your pet may be moved to an appropriate kennel at your expense. You are liable for damages that your dog causes, and will be charged accordingly.

PLEASE INITIAL

Pick-up & drop-off

Pick-up & drop-off is between 7:00 a.m. to 7:30 p.m. Monday – Friday and on Saturday with a prior appointment for boarding clients. Pick-up after 5pm will result in an additional days charge.

All dogs staying in boarding and using daycare must pass the entrance screening.

All dogs staying in daycare must be spayed or neutered upon reaching six months of age.

We reserve the right to decline any dog that we feel poses a threat or problem for our other guests.

Bath

We strongly recommend that each guest who is with us more than three days receive an exit bath at owner's expense.

In consideration for the services rendered to my pet, I acknowledge that I have read and I agree to abide by all policies of Top Dog Daycare, LLC, and pay for all services upon demand. I understand that if I fail to comply with said policies or fail to pay for services that my service may be terminated and future request for service denied.

Owner Signature _____

Date _____