

I agree to the following policies and understand that **NO EXCEPTIONS** will be made for any reason to any policy.

VACCINATIONS

- (a)Vaccinations must be administered by a licensed vet & current for a at least 14 days prior to arrival.
- (b)Dogs: Rabies, DHPP, Bordetella
- (c)Proof of vaccinations must be provided in the form of a computer printout/receipt from a vet.
- (d)Self-administered vaccinations, handwritten receipts or puppy books are not accepted.

BUSINESS HOURS

- (a)By appointment Mon – Fri 9:00am-11:30am & 4:00pm-7:00pm. Sat 9am-11am. Closed Sun & major holidays.
- (b)We do not return email/texts/phone calls, accept phone calls outside of normal business hours.
- (c)Emergency drop-offs/pick-ups outside of business hours are subject to approval and an \$80 fee.
- (d)Changes to scheduled times must be made 24 hours in advance and are subject to approval.

FEES/PAYMENT

- (a)Boarding reservations require a non-refundable 50% deposit, balance due at drop off. No refunds for early returns.
- (b)Check-out is 11:30am. Pick-ups after checkout are charged an additional full day's boarding fee.
- (c)Resident Training reservations require a non-refundable \$1000 deposit. The remaining balance is due in two equal installments at drop off and pick up. Training longer than the initial contract time will be an additional fee.
- (d)Rates include kenneling, food, time outdoors & training (if applicable). You will be charged the current rate for all additional services: medication/vitamin, first aid administration, food prep, grooming, vet care, etc.
- (e)RLK offers a 10% boarding discount to active duty military and veterans. Proof of service required.
- (f)Visa, Mastercard, Discover, American Express and cash accepted.

HEALTH, WELLNESS & SAFETY

- (a)You must inform RLK of all injuries, illnesses, medical conditions, etc. Illnesses within 60 days of arrival may require a health certificate from a licensed vet.
- (b)RLK can administer basic first aid to treat injuries/illness including bandage changes, wound treatment, rehabilitation walks, etc. ** Additional Fees Apply**
- (c)Medication/vitamins must be in the original packaging and labeled with clear instructions. ** Additional Fees Apply**
- (d)RLK will act on the pet owner's behalf and in the pet's best interest to administer first aid and/or obtain vet care to treat any illness/injury while the pet is in their care. RLK will groom any animal for situations such as excessive shedding, long nails, dirty ears, hot spots, and body odor. ** Additional Fees Apply**
- (e)Your pet is not required to be spayed or neutered. Please inform RLK staff if they are not.
- (f)RLK will NOT release a guest to anyone other than the animal's owner.
- (g)Training aides including choke chains, prong collars, e-collars, bark collars, harnesses, etc. will be removed.
- (h)To maintain a sanitary environment, bedding is not allowed.
- (i)RLK does not allow comingling of pets from different households.
- (j)RLK feeds high quality food to all guests. An additional daily charge will be incurred for guests eating more than 4 cups per day. Some pets may experience loose/runny stool due to dietary changes. Customers may elect to bring their own food. All food/treats must be in non-breakable (i.e. no glass, grocery/trash bags), resealable containers (i.e. Rubbermaid containers, Ziploc bags) and labelled with the pet's name.

AGGRESSION/CONTROL OF ANIMALS

- (a)You are responsible to inform RLK staff of any food, animal and/or people aggression issues.
- (b)If a pet bites RLK staff, the pet owner is responsible for any medical costs of the bite.
- (c)Pets must be under control during drop-off and pick-up. All dogs must be on leashes with an appropriately fitted collar. Pet's that arrive without the required collar/leash will be provided one at the pet owner's expense.