

**KARRIS
K9
KAMP**

FACILITY POLICIES

**Business Hours:
Monday-Sunday
9:30am-6:30pm**

Boarding is available 365 days a year, this includes: **New Year's Day, Diwali, Independence Day (August 15th), Christmas Day etc.** Due to high demand, during these holiday periods boarding rates increase. Check the boarding rate card and/or www.karrisk9kamp.com for peak period rates.

Reservations:

- Reservations are required for all Boarding Pet Guests.
- Reservations are required for Daycare services, at minimum, a phone call prior to arrival. Reservations allocate priority to available spots.
- Confirmed reservations must have the following on file:
 - 1.) A valid credit card for cancellation policies (see further)
 - 2.) Proof of current vaccinations- absolutely no guest, for any service, will be admitted without current vaccines
 - 3.) Boarding Check-in form and Waiver Release Form. (These forms must be completed and signed prior to accepting a guest)
- Failure to have the above on file may result in a canceled reservation, and a cancellation charge.
- All known fees such as boarding, flea tick prevention etc. must be paid in full on arrival.
- Prior to extending a boarding stay, the current balance must be paid in full.

Cancellations: Please note different policies depending on dates. Cancellations must be made within the time frame listed below or your credit card on file will be charged in full for the confirmed services, unless otherwise noted.

Non-Peak/Holiday periods:

- Boarding: Cancellations for boarding made within 24 hours, or a no show, will be charged 50% of the total reservation fee to the credit card on file.

Peak/Holiday periods:

- Boarding: Cancellations for boarding made within 24 hours, or a no show, will be charged the full reservation fee to the credit card on file.

Peak/Holiday Rates:

- Peak/Holiday rates are higher for Boarding, however, discounts for additional Pet Guests from the same family are still honored.

- Due to high demand, during these holiday periods boarding rates increase. Check the boarding rack card and/or www.karrisk9kamp.com for peak period dates.

Arrivals:

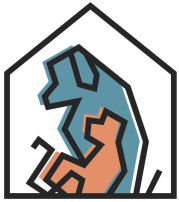
- Arrivals and Departures occurring outside of business hours are available, but for the safety of our staff, is strictly by appointment only and may incur fees.
- Check-in before 9:30am is subject to availability. This is because your pet will be using the daycare facilities before being assigned a room.

Departures:

- Check-out time for Boarding Guests is no later than 6:30 P.M.; All Pet Guests picked up after 6:30 P.M. may incur a daycare fee of Rs.200 per hour per guest. Normal daycare rates apply between 9:30am and 6:30pm. You may apply for a daycare package to cover this charge.
- Last pickup for all guests is 6:30 P.M. Any guest picked up past 6:30 P.M. will incur a boarding fee associated with a room capable of accommodating your pets (treated as normal boarding stay). This charge will include that day's daycare, and pickup may occur until 6:30 P.M. the following day with no additional fees. For accuracy, payment must be made during business hours.

Vaccinations:

- Proof of vaccinations from your pet's veterinarian are required for all services, including grooming.
- Bordetella must be administered at least seven (7) days prior to your pet's arrival. The Bordetella nasal and oral vaccination must be administered at least three (3) days prior to your pet's arrival.
- All puppies must be 4 months of age and have completed their full series of vaccinations.



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Health:

· Pet Guests must have been in good health for the past 30 days prior to their arrival. Karris performs health and behavioral checks on all incoming guests and failure to notify staff of health issues may result in a canceled service and a cancellation charge.

· All Pet Guests must be on a monthly flea and tick preventative. This is for the safety of your dog and other guests, no exceptions.

· If fleas or ticks are found on any pet, they will be bathed and given flea treatment at the owner's expense.

· Pet Guests that require specialized care and/or attention are welcome at no additional cost. Please discuss your pet's needs with our front desk staff to ensure that we can properly provide the care your pet needs.

· Karris reserves the right to refuse admittance to any pet that requires specialized care.

· At this time, Karris cannot accept pets that have incontinence, severe lack of mobility, epilepsy or diabetes unless cleared by our on-call veterinarian.

· Any guest that may have been involved in any type of altercation may be overly aggressive or defensive in group, leaving them susceptible to injuring themselves or other guests. If your pet has recently, or ever, been in a scuffle or fight, please let the staff know so that they can be observant of all dog behavior.

Forms:

· Every Pet Guest must have the following forms completed and signed prior to their arrival:

- o Boarding and Services Agreement/ Waiver Form
- o Boarding Check-in Form

Daycare/Day Stay:

· All dogs must complete an evaluation to determine temperament, play style and mannerisms.

· All Pet Guests must be at least 4 months of age to participate in Daycare, Boarding or Day Stay.

· At 6 months of age, all puppies must be neutered to continue participating in Daycare, otherwise they will be placed separately. Un-spayed females may participate in groups unless they are in heat. Once they are in heat, they will promptly be moved to a separate group.

· Intact males, females in heat, as well as dogs that do not do well in a pack environment can participate in our Day Care program.

Personal Pet Belongings:

· Karris recommends that you bring in your pet's own personal belongings including toys, bedding, bowls and food. In case you are unable to, Karris will provide everything.

· Treats may be brought as well.

Transportation

· Clients are responsible for their own transportation to and from Karris K9 Kamp. In case you would like to use our pick-

up and drop-off services, these are at an additional cost of Rs. 100 for the start rate and Rs. 4.5 per km thereafter.

· Karris K9 Kamp is not responsible for lost or damaged personal property

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