



# Traveling Tails Inn Policies & Procedures

- 🐾 All dogs must be current on all recommended vaccinations to participate in any service at Traveling Tails Inn. Please call to speak with a receptionist for current requirements. There are no exceptions to this rule for the safety of all our guests.
- 🐾 Daycare Packages, Training Services, Evaluation Fees, Early Drop off, and Late Pick Up charges are non-refundable. Daycare packages are not transferable except to other dogs within the same household.
- 🐾 Customers needing a Late Pick Up (any time outside of normal business hours) must prepay a nonrefundable fee of \$20 per dog in addition to grooming services, daycare, and boarding fees.
- 🐾 In the event that a customer's account has an outstanding balance, there will be a \$5/per day charge for each day the account is in arrears.



## Boarding

- 🐾 All boarding dogs must pre-bag their food for each meal, per day (i.e. breakfast in one bag and dinner in a second bag). If food is provided that is not pre-bagged then a \$5/day fee will be applied at checkout. Customers providing canned/wet food or customers boarding for more than 14 days do not need to pre-bag food. Boarding guests who do not bring food will incur a \$5 per meal charge.
- 🐾 There is NO charge for administering medications if your dog should need to be boarded during treatment. Please be thorough with the instructions as to how much and how often medicine is needed as well as how your dog prefers to have their medication. (i.e. pill pockets, cheese, peanut butter, etc.). All prescription medications must be in the original bottle with the pet's name on it.
- 🐾 All boarding reservations that are a "NO SHOW, NO CALL OR CANCEL, WITH LESS THAN 24 HOURS NOTICE" will incur a fee equal to one night of boarding.
- 🐾 Departure day check out is 10 a.m. Daycare fees apply for boarding dogs that are Staying and Playing after the designated check-out time.



## Day Care

- 🐾 All new dogs must be spayed or neutered, be current on vaccinations, be on a flea and tick preventative, and attend a ½ day (4 hour) Temperament and Behavior Evaluation (\$10 non-refundable fee) in order to participate. In addition, they must complete one additional day of daycare or two 1/2 days.
- 🐾 The Temperament and Behavior Evaluation gives our trainers time to get to know your dog, and introduce them to one new friend at a time, until they are able to be in larger play groups. Our goals are for all dogs to be happy and enjoy the group/social setting and to ensure your dog gets plenty of exercise during their visit.
- 🐾 Puppies may participate in daycare until they reach 7 months old, and then must provide proof of spay/neuter before allowed to return to daycare or boarding.
- 🐾 Puppies must be at least 16 weeks of age and fully vaccinated in order to participate in our daycare program.