



Helping Paws BOARDING POLICIES AND CONSENT

Please request your boarding reservation then complete this Boarding Policies and Consent form. You need only complete this form ONE TIME.

Please note that completion of these forms does not guarantee a boarding reservation. Reservations must be requested and confirmed separately. Submission of your signature signifies your agreement with Helping Paws Boarding policies.

PETS ARE PROTECTED WITH VACCINATIONS

So that every pet boarding at Helping Paws is protected, we require that pets be vaccinated by a licensed veterinarian and current on baseline vaccinations. Proof of vaccination must be presented prior to admittance.

FLEA/TICK FREE FACILITY

Helping Paws is a flea and tick-free facility. Upon arrival, your pet will be checked for external parasites. If any are found, you will not be able to board until the problem is resolved.

VIDEO AND AUDIO RECORDINGS

These recordings serve as valuable tools for ensuring quality service, complying with regulatory requirements, and maintaining control over processes. By capturing these interactions, we can monitor the performance of our team members and identify areas for improvement. This allows us to provide consistent and high-quality service to our clients, ultimately leading to greater customer satisfaction and loyalty.

Adhering to Regulatory Requirements

Video and audio recordings provide Helping Paws with a comprehensive and reliable way to comply with these regulatory requirements. By maintaining detailed records of all client interactions, Helping Paws can demonstrate our adherence to industry standards.

Maintaining Control Over Processes

By having a record of each interaction, Helping Paws can track the evolution of their relationships with clients over time and ensure that all parties are held accountable for their actions. This level of transparency not only helps Helping Paws to uphold the highest standards of professionalism but also fosters trust and transparency with our clients.

Protecting Clients

Video and audio recordings also serve as a form of protection for both clients and organizations. In the event of a dispute or legal issue, these recordings can provide concrete evidence of what was said or done during a client interaction. This can help to resolve conflicts more efficiently and effectively, ultimately saving time and resources for all parties involved.

FRESH FOOD AND WATER

Every boarding pet is provided with fresh water throughout the day and fresh food twice daily unless you request otherwise. Upon admittance we will ask you to tell us the quantity of food your pet eats and any other special instructions. If insufficient quantities of food are provided for the duration of your pet's stay, we will purchase the same food you have provided. The cost of the purchased diet provided by Helping Paws will be at your expense.

Emergency Services

Helping Paws does not provide veterinarian services. In case of an emergency, pets will be brought to their veterinarian listed on their profile during business hours by a Helping Paws employee. After hours, pets will be brought to the local on call emergency services veterinarian. All charges incurred are the responsibility of the pet owner.

MEDICATIONS

There is no additional charge to administer oral medication to boarding pets. Ample quantities of the medication, along with clear and concise, written instructions must be

provided. If medications need to be refilled while a pet is boarding, they will be filled at your expense.

Pets requiring injectable medications (insulin, etc.) or pets experiencing an uncontrolled medical condition (uncontrolled seizures, etc.) will be charged a Med-Care fee in addition to normal boarding rates. Please call if you have any questions and for current Med-Care fees.

PERSONAL BELONGINGS

Every boarding pet is provided with clean, soft bedding daily, or more often as needed. When you provide personal items for your pet, every effort will be made to return them to you in the same condition, but we can make no guarantee against loss or damage.

BATHS AND OTHER REQUESTED SERVICES

Pets boarding 3 nights or more will receive a complimentary “freshen up” bath. You may request a paid bath in addition to the complimentary bath or with visits of less than 3 nights. A paid bath differs from a freshen-up bath in that paid baths are with a specially formulated shampoo, your pet spends more time in the tub being washed, and it includes a brush-out. Additional professional services may be requested while your pet is boarding with us. Frequently requested services include nail trims, expressing anal glands, professional teeth cleaning. At every boarding visit, you will have the opportunity to request services, and let us know how/when you prefer to get your results.

AVIANS, REPTILES, AND OTHER EXOTIC PETS

Helping Paws is equipped to provide adequate housing and food for dogs and cats. Pets of any other species who board with us should be accompanied by their own habitats, food, substrate, and specific feeding and handling instructions. Space for exotics is limited.

AFTER-HOURS PICK UP AND DROP OFF

If you prefer to drop off or pick up your pet outside normal hours, you may do so by making those arrangements when you schedule boarding.

BOARDING, DAYCARE, AND MED-CARE FEES

Boarding or Med-Care is charged per pet per night and includes the kennel space, special food you bring from home, administering medications, a freshen-up bath after 3 nights, and the care of each pet undertaken by our 24/7 on site staff. Fees are based on your pet’s weight at check-in. Pets are provided with individual boarding spaces and do not interact with other pets unless you specifically request your own pets be boarded together. Even then, house-mates who become aggressive or stressed under boarding conditions may be

separated at our discretion. No discounts are given for pets housed in the same kennel space.

TRAVEL & TRANSPORT FEES

Traveling can be a stressful time for both you and your furry friend. Whether you are going on a vacation, moving to a new city, or simply need to board your pet for a few days, it's important to understand the additional fees that may come with transporting your pet to and from the boarding facility. At Helping Paws, we strive to make the boarding experience as seamless as possible for both you and your pet. However, there are travel and transport fees that apply to ensure the safety and comfort of your beloved animal.

Additional Transport Fees for Boarding Pets

If your pet is in need of supplies, medications, or vet care while boarded at Helping Paws, there may be additional transport fees involved. These fees are necessary to ensure that your pet receives the care they need while away from home. Our team of professionals will transport your pet to and from the vet, pick up any necessary medications, or purchase supplies as needed. These additional services come at a cost, which will be added to your final bill at the end of your pet's stay.

Travel Fees at Your Expense

All travel and transport fees for boarding pets are at your expense. It's important to budget for these additional costs when planning your trip or boarding your pet. While we strive to keep these fees as affordable as possible, they are necessary to ensure the health and well-being of your pet while in our care. Our priority is to provide a safe and comfortable environment for all animals, and these travel fees help us achieve that goal.

Understanding the Cost Breakdown

It's important to understand the breakdown of travel and transport fees for boarding pets at Helping Paws. The cost will vary depending on the services your pet requires while boarded with us. For example, if your pet needs to visit the vet for a check-up or medical treatment, there will be a fee associated with transporting them to and from the clinic. If your pet requires medication or special supplies, those costs will also be added to your bill. By understanding the cost breakdown, you can better prepare for the financial aspect of boarding your pet.

Planning Ahead for Travel & Transport Fees

To avoid any surprises at the end of your pet's stay, it's essential to plan ahead for travel and transport fees. Make sure to discuss any special requirements or medical needs with our team before boarding your pet. This will help us provide the necessary care for your pet and give you an accurate estimate of the additional fees involved. By planning ahead and budgeting accordingly, you can ensure a smooth and worry-free boarding experience for both you and your furry friend.

In conclusion, travel and transport fees for boarding pets at Helping Paws are a necessary aspect of ensuring the health and well-being of your pet while in our care. These fees are at your expense and will be added to your final bill at the end of your pet's stay. By understanding the cost breakdown, planning ahead, and discussing any special requirements with our team, you can make the boarding experience as stress-free as possible for both you and your beloved animal.

BEHAVIOR

Dogs that are difficult to handle may incur an additional charge to be determined by the extra time to properly care for the dog.

Helping Paws does not board aggressive dogs that are harmful to humans and reserves the right to remove a dog from our care that poses a threat to a human or dog.

FEMALE IN SEASON

Female dogs in season will be charged an additional \$20.00 housekeeping fee and will be required to board individually.

WHAT TO EXPECT DURING AND AFTER BOARDING

Every pet boarding at Helping Paws is provided with attentive care, clean bedding, fresh food and water every day. Dogs are let outside continuously throughout the day and all kennels are kept clean throughout the workday. As time allows, our staff gives special individualized attention, hugs, and cuddles. Strange noises, smells, and the presence of other pets may produce anxiety in your pet which may result in an interruption to their normal eating, drinking, sleeping and bathroom habits. Sometimes diarrhea occurs; sometimes their appetite is off when they're with us. When your pet returns home he/she may have a temporary increase in eating or drinking, may immediately want to use the bathroom, and may sleep more on their first day home. These behaviors are all normal and should not cause alarm. If any symptoms persist that worry you, please give us a call.

Evacuation Protocol

In case of emergency, Helping Paws is equipped with state of the art security and fire alarm systems. Should an evacuation be necessary, all owners will be notified to pick up their pets as soon as reasonably possible. For pets that are not able to be picked up, Helping Paws will provide reasonable services depending on the situation. Helping Paws is not responsible for injury or death that occurs as a result of natural weather occurrences for pets that remain in our care.

CLEANING PROCEDURES

OUTSIDE CLEANING AND MAINTENANCE

Outside play yards and walking areas are constantly monitored during use for feces. All feces should be immediately picked up and disposed of.

INSIDE CLEANING AND MAINTENANCE

Kennels are cleaned on an as needed basis during the day, with a deep cleaning occurring once a day to ensure health and well-being of the pets

GENERAL CLEANING

General cleaning occurs as needed. Every employee is responsible for ensuring a clean, safe and healthy environment for the pets in our care.

INTAKE PROCEDURES

All dogs accepted into the boarding program must provide proper documentation of vaccinations. All dogs must remain current on Rabies, Distemper/Parvo and Bordetella vaccines. The Rabies vaccine is required on all dogs by law and dogs will not be admitted if their Rabies vaccine is expired even by just one day. We reserve the right to deny admission to any dog if their vaccines are not current. Please be aware that the Bordetella vaccine takes several days to be effective, so we recommend that dogs receive their vaccines at least 7 days before their stay. It is your responsibility to bring your dog's vaccination records from a licensed veterinarian at enrollment and each time your dog's vaccines are renewed. Vaccines that are not administered by a veterinarian cannot be accepted because we cannot confirm the proper dosage, storage, and administration of those vaccines.

All dogs attending and participating in group play should be in overall good health and must be fit to play in an active environment. Dogs that have hearing conditions can be successful in group play, but dogs with vision impairments are generally not comfortable in a group of dogs. If your dog has hip or joint conditions, or other physical conditions, please discuss them with your veterinarian before your dog participates in group play. Please let us know if your dog has any health issues. We can care for many dogs with special health needs, such as special feeding, more frequent bathroom breaks, or mobility issues. There may be an additional fee required.

Check-in/Check-Out:

Proper ID is required to check-in and check-out your dog. Dogs will only be released to the owner or to persons identified prior to pick up by the owner via written and signed documentation.

Leash: For the safety of our staff, customers, clients, and visitors, all dogs are required to enter and exit the facility on-leash. Remember, your dog may be friendly, but we may have other dogs in the office that have not been assessed yet.

ANIMAL BITES, INJURIES

While we pledge to provide a safe, healthy environment for our employees and pets, we do acknowledge that bites and injuries can occur. We will provide basic first aid as needed. If further care is required, we will follow the policy for emergency services listed in the Policies and Procedures manual. Helping Paws is not responsible for any injury as a result of dog play.

Risks: While we strive to achieve a safe environment for all dogs, we cannot prevent accidents, injuries, illnesses or changes in behavior. When you bring your dog to Helping Paws you accept these risks and you release Helping Paws and its staff from all liability arising from the occurrence of such events. In addition, Helping Paws will not pay for vet bills if your dog becomes sick or is injured while with us.

While we do our best to supervise all activity, Helping Paws cannot prevent injuries and accidents 100%. While accidents and injuries can occur at any time, there is a greater risk of an accident or injury if a dog participates in group play. Our group play is well staffed, supervisors are trained, but they are working with live animals that can be unpredictable. Dogs can sometimes receive puncture wounds or cuts, scratches, broken nails, sore paw pads, sprains or other injuries in group play. You need to be sure that you are comfortable with this prior to choosing group play for your dog. Also, it is important to check over your dog after they have participated in group play, boarding or grooming. While our staff checks over all dogs at least daily, punctures and cuts can sometimes be missed. Even a small cut or puncture can become infected or cause more serious issues if not cleaned and properly

cared for. It is your responsibility to closely check your dog for any injuries and to ensure that they receive the proper care.

ILLNESSES, INJURIES, ABANDONMENT

At each boarding visit, you will be given the opportunity to leave directions for the care of your pet should he/she become ill while boarding with us. All treatments/diagnostics performed on boarding pets are at your expense. Every effort is made to safeguard boarding pets, but Helping Paws will not be held liable for injuries, escape, or death that result from situations in which we took every reasonable precaution, including fire or weather-related emergencies. In the event a pet is unclaimed 10 days after the scheduled time of departure, despite reasonable attempts to contact the owner and/or agent of record, the pet will be considered abandoned and Helping Paws will have full discretion over the subsequent disposition of the surrendered pet. Abandonment does not relieve the pet's owner of all charges incurred while at Helping Paws.

Changes

Helping Paws reserves the right to change policies, procedures, and services, and adjust rates without notice. While we will attempt to notify you of these changes, it is ultimately your responsibility to be aware of current policies and rates.

Guarantee

We strive to be the best we can be, for both you and your dog. If you are ever dissatisfied with any service, please tell us. We will gladly work with you to ensure you are getting the service you deserve.

Photos and Videos

I give my permission for Helping Paws, to take photographs, and/or videos, and to use the images or videos of my dog in printed matter, internet sites, or other promotional or advertising capacities. Photographs and videos are the property of Helping Paws.

Reservation Cancellation Policy

Our boarding facility has limited kennels, and especially during high season time we are frequently at 90 - 100% occupancy. When we are at capacity, the lack of space may force us to turn away some clients for boarding. When clients pick up their dogs early, cancel reservations, or change reservations without an appropriate amount of notice (at minimum 24 hours), it is frequently too late for us to fill the kennel space that we reserved for them because the clients that we turned away have already made other arrangements. This

causes us to lose a tremendous amount of income because that kennel is then left vacant. To avoid the loss of revenue as a result of no shows, untimely cancellations, schedule changes, and early pickups, we have implemented the following cancellation policies.

General Cancellation Policy

ALL CANCELED RESERVATIONS MUST BE PAID OVER THE PHONE, ONLINE, IN PERSON, OR A MAILED RECEIPT TO HOME

We require at the latest a 24 hour notice for cancellations or reservation schedule changes. When we are unable to re-book the space that is reserved for your dog due to lack of notice we will charge a \$20.00 cancellation fee for each kennel reserved. Clients that fail to provide us with at least a 24 hour notice for early pickups will be charged for the entirety of the scheduled reservation. We refund 100% of the cost of add-on services you've scheduled and prepaid. The remaining scheduled reservation is put on the client's *Helping Paws account* for future use at our facility.

Holiday/Summer Cancellation Policy

ALL CANCELED RESERVATIONS MUST BE PAID OVER THE PHONE, ONLINE, OR A MAILED RECEIPT TO HOME

If the client fails to follow through with the reservation made for any holiday or holiday weekend stay with at least a 48 HOURS NOTICE, the client will be charged 50% of the boarding fee. We refund 100% of the cost of add-on services you've scheduled and prepaid. The other 50% is put on the client's *Helping Paws account* for future use at our facility.

Holiday/Summer Early Pickups or Reservation Changes

Clients who reserve a kennel for holidays that do not provide us with a 48 hour notice for early pickups will be charged for the entire scheduled stay. Also, clients who have to change their reservation times without providing us with a 48 hour notice will be charged for the entire reserved time. THERE ARE NO EXCEPTIONS. The remaining scheduled reservation is put on the client's *Helping Paws account* for future use at our facility.

Boarding Reservation Changes

You may change your reservation and/or cancel it without penalty up to 72 hours in advance of the stay. Within the 72 hours, shortened stays are charged for the full reservation originally booked and overstays are charged an additional \$10 per night above the standard rate of the reservation.

Any cancellation/early departure request done outside business hours will be considered as being received the next day.

CONSENT TO BOARD

I do hereby consent to board my pet at Helping Paws. Submission of this form confirms that I understand and agree to the policies set forth in this brochure. I understand that with each boarding visit I will be asked to complete a Boarding check-in document which gives direction for my pet(s) care while boarding. I will not hold Helping Paws liable for consequences resulting from my directives. I further understand that Helping Paws will take the utmost care to follow my directives but that the safety of Helping Paws personnel, other boarding guests, and my own pet's safety will supersede my directives. I understand that I am financially responsible for all fees for boarding, products, and services for which I have given consent either in writing or verbally. I understand that in the event that I or my agent is unable to be reached, that Helping Paws has permission to do whatever is reasonable to safeguard the life of my pet and that I am financially responsible for those decisions.

SUBMISSION OF THIS FORM SIGNIFIES YOUR UNDERSTANDING OF, AND AGREEMENT WITH Helping Paws BOARDING POLICIES.

Print Name: _____ Signature: _____ Date: _____

Representative of Helping Paws: _____