



REV. 02/2024

RULES AND POLICIES

Our goal here at **I Dig My Dog™** is to provide a safe, secure, fun and stimulating social environment for dogs. To ensure the safety and health of your dog and other guests, we require all dogs to be compliant with the following rules and policies.

BUSINESS HOURS: We are open **Monday through Friday** from **7am to 6pm**, **Saturdays** and **Sundays** from **9am to 5pm**. Our **check-out** time is **12pm Monday through Saturday** and **1pm on Sundays**. You may pick up anytime during our business hours, however you will incur a late check-out fee of **\$44** if your dog(s). Any dog(s) not picked up on their scheduled departure date will be charged for overnight care and fed appropriately.

EVALUATION: All dogs must go through an interview/evaluation process to determine temperament. All evaluations are scheduled by appointment only with one of our trained evaluators.

AGE: All dogs must be **four (4) months** of age or older and have **completed all rounds** of their vaccines before their evaluation. Male dogs that have not been neutered will not be permitted in our cage-free environment after **seven (7) months** of age, but they are allowed to board in our private suites. At our discretion, if any time he is not meeting our **Behavior Guidelines**, we will notify that he will no longer be allowed in the Communal area. Female dogs that have not been spayed are allowed in Daycare, but not permitted to board communally. If she is in heat, she will need to be in our private suites until she is out of her heat cycle.

VACCINES AND TESTS: All dogs must be current with their vaccinations. Clients must submit written proof that their dog(s) have received a **Bordetella** vaccine within the last six (6) months, a **Distemper** vaccine (more commonly referred to as DHPP and consisting of Distemper, Hepatitis, Parainfluenza, Parvovirus) within the last year or three years depending on your veterinarian, a **Rabies** vaccine within the last year or three years depending on your veterinarian, a **Canine Influenza (H3N2)** vaccine (more commonly referred to as H3N8) within the last year, and a **Leptospirosis** vaccine within the last year. **Please allow a minimum of seventy-two (72) hours to pass between giving your pet these vaccines and having your dog visit our facility.**

BEHAVIOR: All dogs must be non-aggressive. Clients will need to certify that their dog(s) have not harmed or shown any aggressive or threatening behavior towards any person or any other dog(s). Please remember that your dog will be spending time with other dogs and that their safety and health is our main concern.

HEALTH: All dogs must be in good health. Clients will need to certify that their dog(s) is in good health and has not been ill with a communicable condition within the last thirty (30) days. On admission, all dogs must be free from any condition which would potentially jeopardize other dogs. All dogs are required to have a veterinarian certification of health to be admitted or readmitted after any illness.

RESERVATIONS: Reservations are required for all boarding stays. A **50% deposit** is required when making a boarding reservation that includes a holiday or during peak season. For Private Suites, a minimum of 4-nights is required for Holiday boarding stays, and a minimum of 2-nights is required for Peak Season boarding stays. Cancellations for a holiday reservation must be given **four (4) days** prior to your intended arrival date in order to refund any deposit. If the cancellation happens within four days of your intended arrival date, private suite deposits will become non-refundable and community deposits will become a credit on your account. Wait lists are common throughout all major holidays, so we encourage making your reservation early. I Dig My Dog™ reserves the right to refuse services to any dog for any reason.

BILLING: Payment for all services is required at drop off. We require an active credit card on file at all times. We accept Cash, Checks, Money Orders, Cashier's Checks, Visa, Master Card, Discover, American Express, Apply Pay, Samsung Pay, and Google Pay as forms of payment. Returned checks will incur a **\$25** returned check fee.