



Policies & Procedures

4Paws Country Club strives to maintain a clean, safe and entertaining environment for your pet. We offer compassionate, experienced and affordable care for your pet while you are away.

Application Process: All dogs attending must have a complete, up-to-date application form on file before check-in. All Owners must have read and signed our Agreement and Waiver form as well as this Policies and Procedures form.

All paperwork can be accessed through the 'Rates & Registration' tab on our website. Completed forms can be printed, filled out and brought along with you and your pet.

Vaccinations: All dogs must be fully up-to-date on their vaccinations and Owners must submit written proof of this requirement on application.

Dogs, for their own protection and the protection of fellow guests, must have current distemper (CDV), parvovirus (CPV), infectious hepatitis (ICH) and parainfluenza (CPI), and bordetella(kennel cough) vaccines. A copy of the dog's veterinarian health record must be included with your application. It is strongly recommended that all dogs be vaccinated against rabies.

Health: 4Paws Country Club specifically requires all pets to be vaccinated against communicable diseases prior to boarding in accordance with the vaccine policy set forth in this document. We reserve the right to refuse admittance to any pet that shows signs of illness or that does not meet the vaccine requirements.

Owners are required to certify that their pet is healthy and has not been exposed to any known communicable disease within a 30 day period immediately prior to boarding. All pets entering the facility must be clean and flea free.

Medications: For those pets that require meds, we will administer as per your specific instructions free of charge. Owners understand that our staff are not veterinarians or registered veterinarian technicians and therefore, administrations should be limited to those that a pet owner would normally do themselves. 4 Paws Country Club assumes no responsibility for any complications caused by treatment.

Behaviour: As the safety of all our animals is paramount, the Owner certifies that their dog has not harmed or shown any aggressive or threatening behaviour towards any other person or animal. All our dogs being boarded, for their own safety, will be in their own separate area and runs unless pets from the same household are being boarded together.

Abandonment: The Owner agrees to contact 4Paws country Club if his/her absence is to be longer than originally expected. If the kennel is not contacted within 10 days after the pet was to be picked up, the animal will be considered abandoned. In the event that credit card information is available, the

Owner authorizes 4Paws Country Club in advance to continue billing until such time as the pet has been picked up by the Owner or his/her representative. If no subsequent payment has been arranged, 4Paws Country Club reserves the right to transfer the care of the animal to the SPCA.

Making a Reservation: To reserve an overnight or vacation stay for your pet, 4Paws Country Club requires a 50% deposit by either cash, cheque, Visa or MasterCard.

Subject to approval, a reserved booking will be guaranteed with the remainder of the balance owing at the time of check in. However, if the Owner's trip is extended longer than anticipated, additional fees will be charged to his/her account per day, payable before picking up the dog. These fees may include feed should the originally provided supply run out.

Cancellation: 4Paws Country Club requires a 72 hours notice in order to receive a deposit refund. Refunds will be subject to a 5% service charge to cover POS terminal fees.

Hours of Business: 4Paws Country Club is open Monday to Saturday, 8am to 8pm; and Sunday/Monday from 8am to 12noon, and 6:30pm to 8:30pm (closed between 12 noon and 6:30 pm). 4Paws Country Club is flexible and can accommodate, upon notice, an Owner's individual schedule.

Owner or Representative's Name: _____

Signature: _____ Date: _____