



RULES OF PROCEDURE AT THE FAMILY DOG BOARDING

- 1) **Entrance and exit:** from 9AM to 1PM and from 2PM to 6PM, by appointment.
- 2) **Meals:** dogs are fed with quality kibble (Royal Canin). In case of special diet, the owner should supply the food in sufficient quantity for the length of its stay.
- 3) **Prices:**
 - **Boarding:** 23€/1 day/1 night; **50 % deposit at the reservation** (non-refundable if reservation is cancelled less than 3 days before the expected arrival date, except in case of sanitary restrictions and/or government guidelines indicating a complete refund); **balance to be paid on arrival.**
 - **Extra charge for meals if not provided by the owner:** small dog (up to 7 kg) 6 €/day; medium dog (up to 17 kg) 8 €/day; big dog (up to 32 kg) 11 €/day; very big dog (more than 32 kg) 14 €/day.
 - **Dog-sitting:** 18 €/day (9AM-6PM) or 13 € half day (9AM-1PM or 2PM-6PM), to be paid on arrival.
- 4) **Owner's commitments:**
 - The owner agrees to sign a boarding contract informing us of the dog's character (sociable or not, runaway or not ...), of the health state of his dog and of its contact details, in order to stay reachable.
 - **Identification of the dog:** each dog **MUST** be identified, either by an electronic chip, or by a tattoo. Only dogs of the 2nd category are accepted and must have their papers in order (dog's permit, declaration in Town Hall, insurance certificate).

5) Dog's health:

- **Vaccination:** each dog **must be up to date with the mandatory vaccines** (CPHL for distemper, Hepatitis, Parvovirus and Leptospirosis, + Pneumodog or equivalent, against Kennel Cough) and must have a health book, which will stay at the boarding during the length of the stay.
- If the dog is under **medical treatment**, the owner should give us the Vet's prescription with the dosage of the treatment; the owner cannot hold the boarding responsible for a deterioration in the state of health of his dog, or even the death. The boarding undertakes to notify the owner of the slightest abnormal symptom.
- **Pest control for dogs:** it is recommended to do a flea treatment before arriving to the boarding, for the wellness of all animals.

6) Accidents:

- **Urgencies:** the owner of the dog authorizes the boarding to take necessary emergency measures with the Vet of the boarding, including eventual medical care and/or surgeries deemed lifesaving by the Vet and this, even if the dog's owner is not reachable. The owner undertakes to bear all the cost incurred.
- **Death and disease:** some diseases can be present in your dog's body during long periods (months, years) without showing up. Stress can become the factor triggering the onset of symptoms. Knowing that, the liability of the boarding cannot be engaged in case of a disease appearing during or after the dog's stay. The boarding cannot be responsible of any incident of an unforeseeable nature (VAC, heart attack, old age). In case of the dog's death, an autopsy by the Vet of the boarding may be carried out, at the written request and at the expense of the owner, who will determine the causes of the death and will prepare a report for the attention of the owner.
- **Run away:** in the event of running away because the dog has injured a member of the staff or because he has destroyed, climbed, or dug the garden fence, the boarding disclaims all responsibilities for possible legal or financial consequences.

7) Refusal of entry into the boarding house:

- **Dog's characteristics:** dogs not vaccinated or not up to date; dogs with contagious diseases or in very poor general condition (apart from old age); dogs with serious behavioural problems and not followed; female dogs in heat; priority to castrated dogs, others subject to approval ; dogs of the 2nd category without legal documents; categorized dogs without muzzle or judged too difficult to control by the staff.
- **Capacity reached:** the family boarding will not receive more than 5 dogs altogether at the same time.