



## Policies & Procedures

### What you need to know about visiting MaryMac's Doggie Retreat

#### What to bring when your dog visits MaryMac's Doggie Retreat:

**Leash:** For the safety of everyone, all dogs are required to enter and exit the facility on-leash. Although your pup may be friendly, there may be dogs in the lobby that may not be as friendly.

**Vaccines:** All dogs that visit MaryMac's Doggie Retreat must be at least 16 weeks old and remain current on **Rabies, Distemper/Parvo and Bordetella vaccines**. **The Rabies vaccine are required on all dogs by law and dogs will not be admitted to MaryMac's Doggie Retreat if their Rabies vaccine is expired even by just one day.** MaryMac's Doggie Retreat reserves the right to deny admission to any dog if the vaccinations are not current.

It is required that a dog's vaccination records are from a licensed veterinarian at registration and each time your dog's vaccinations are renewed. **If the client is unable to provide the vaccination records for their dog, the client is required to complete a release of medical records for their dog.**

**Medications:** If a dog is taking any medications, be sure that they are in the original bottle. It is helpful if clear written instructions for administering a dog's medications.

**Canine Cough:** Canine Cough, or Bordetella is the name for many different strains of upper respiratory diseases that cause a dog to cough or make a hacking or choking sound. It is usually not very serious and will pass in a few days. However, if a dog does begin coughing, we do recommend that they see a veterinarian to ensure that they receive proper treatment because the coughing can lead to more serious issues if left untreated.

If a dog is ill, refrain from making reservations until a vet has cleared them to be around other dogs (typically a week or so after their symptoms have subsided.)

**Allergies:** If a dog has allergies of any type, it is the owner's responsibility to ensure that the staff at MaryMac's Doggie Retreat is aware of these allergies and the protocols to follow in the event of a reaction. If a dog has any food allergies, it is important to use their own food.

**Health Conditions:** All dogs attending MaryMac's Doggie Retreat must be in reasonable good health to play in an active environment. Dogs that have casts, stitches or medical devices/medical conditions are typically separated from the general population. If a dog needs special care, be sure to discuss this with a manager prior to the dog's reservation to determine if we will be able to provide the care the dog needs.

#### Optional items to bring:

**Food:** ALL dog food must be in a ziplock bag or other sealed container labeled with their name or we can provide the house brand.



If a dog does not bring their own food, we provide a dry “house” food that your dog can eat at \$4 a day. Our house food is Pure Balance Chicken and Brown Rice Dog Food. If a dog runs out of food, we will feed them our house food unless other arrangements are made.

**Bedding:** We offer bedding, but you may bring your own. We are not responsible for any lost or damaged items.

**Toys:** We highly request that you do not bring toys for your dog. We offer an array of toys for him(her) to enjoy.

**Bowls:** We offer bowls for feeding, but you may bring your own. We are not responsible for any lost or damaged items.

**Accidents and Injuries:** No dog should be left alone in the play area. Kennel staff must be present at all times. Staff members will check all dogs at least daily for punctures, cuts, and wounds. If a dog is wounded in our care, an CIR must be completed and submitted to the manager/owner. Staff must clean the wounds with medicated ointment in the first-aid kit.

**Behavioral Issues:** If a dog does not socialize well with other dogs, the staff must keep them separated (use their kennels). If the owner wants the dog to socialize with others, use a mild mannered dog and play time must be supervised.

**Emergencies:** If an emergency occurs, notify the immediate supervisor/owner. At this time, the owner/supervisor will determine what precautions to take. If a veterinarian visit is necessary, the staff will notify the pet owners.

**Payments:** Payments is due in full at the time of pick up. A 50% deposit is required for all reservations. Forms of payment include Cash, Credit, or Debit.

There is a \$15 holiday surcharge per dog, per night, for the following dates:

Memorial Day

Independence Day

Labor Day

Thanksgiving -November 23<sup>rd</sup>- November 26<sup>th</sup>

Christmas Holiday - December 22<sup>nd</sup> – 26<sup>th</sup>

New Year's Holiday -December 30<sup>th</sup> – January 2

**Hours of Operation:** Regular hours of operation are 8:00 am to 6:00 pm every day. Holiday hours may vary. Dogs may be dropped off or picked up from 5:00 am to 7:30 am for additional fees. For safety reasons, our staff is not allowed to open the doors after 7:00pm. Therefore, dogs that are not picked up by 6:30 pm will board with us until the next day and the owner will be responsible for the boarding fees.

**Webcams:** At this time, webcams are not available however, here at MaryMac's, we do offer daily pictures and updates of your dogs/pets.



**Reservations:** MaryMac's Doggie Retreat will accept walk-ins for any service if we have an opening. Reservations can be made via phone, email, and the website. A deposit of 50% is due at time of reservation.

Cancellations made within 48 hours of the visit will cause in the forfeit of your deposit.

**Deposits:** Boarding reservations during peak periods require a 50% deposit per family.

The peak periods are:

Memorial Day

Independence Day

Labor Day

Thanksgiving -November 23<sup>rd</sup>- November 26<sup>th</sup>

Christmas Holiday - December 22<sup>nd</sup> – 26<sup>th</sup>

New Year's Holiday -December 30<sup>th</sup> – January 2<sup>nd</sup>

Deposits are at the time the reservation is made and will be applied to the cost of the boarding stay. If you cancel or change your reservation at least seven days before your scheduled arrival date, your deposit will be refunded or left as a credit on due your account. Deposits will be forfeited if cancellations or changes are made within 48 prior to the scheduled arrival date. (Changes extending reservations will not incur a loss of deposit, but will be subject to availability.)

**Photos/Video/Webcams:** Photos, videos and webcam footage of the dogs, staff or clients at MaryMac's Doggie Retreat may be used on the MaryMac's Doggie Retreat website, social media, lobby displays or in other marketing material. You consent to our use of your or your dog's image, likeness and name in such marketing materials. All photos, video and webcam images are the property of MaryMac's Doggie Retreat and may not be used by you without prior written consent.

**Dog Evaluations:** All dogs that attend MaryMac's Doggie Retreat receive an initial evaluation. At MaryMac's Doggie Retreat, all dogs are leashed and walked outside for bathroom breaks. Therefore, all dogs that attend MaryMac's Doggie Retreat need to be friendly with people and willing to allow our staff to handle them and safely move them throughout the facility.

We recommend that you call ahead and make an appointment for the initial evaluation and a tour. The initial consultation and tour typically take about 10 to 20 minutes. During this time, we will spend time with your dog, assessing their personality and introducing them to a range of activities to see what they enjoy.

If at any time your dog develops any medical conditions, personality concerns, or other conditions or behaviors that may affect his or her ability to participate in daily activities, it is your responsibility to notify the staff that your dog should not participate in group play if you or your veterinarian feels that your dog should not participate. Our staff will continually assess your dog and determine which area we feel will be the best fit for your dog. This may change over time or



daily and may depend on many different factors. It is up to our staff's discretion to determine whether or not a particular option is a good fit for your dog.

**Fleas:** All dogs attending MaryMac's Doggie Retreat are required to be free of fleas and ticks and be on a monthly flea treatment. If a dog is found to have fleas and/or ticks, we will attempt to contact you regarding options. If we cannot contact you, we will then give your dog a flea bath and/or a flea repellent caplet. If you prefer that your dog not receive a repellent caplet in the event we discover fleas and are not able to contact you, please just let us know in writing and your dog can remain in our isolation area until you are able to pick him or her up. There will be an additional charge of \$30 for dogs that are found to have fleas.

**Abandoned Dogs:** MaryMac's Doggie Retreat is not a dog rescue group nor do we find homes for homeless dogs. However, we do support and partner with many groups that serve this purpose and can give you their contact information if you need it. No dog may be abandoned at MaryMac's Doggie Retreat.

If your dog is lodging with us, you may extend your dog's stay by calling the front desk and making payment in full if the stay is extended beyond one week. Any dog that is left at MaryMac's Doggie Retreat without extending within 24 hours of the stay and appropriate payment, will be considered abandoned. If your dog is deemed abandoned under local, state or federal laws or regulations, you understand that MaryMac's Doggie Retreat will, by default, become the legal owner and guardian of the dog.

MaryMac's Doggie Retreat will then, in its sole discretion, determine whether to find another home for the dog or to relinquish the dog to a local shelter of its choice. You understand and agree that if you abandon your dog at MaryMac's Doggie Retreat, you may be unable to retrieve possession of your dog and will have no recourse against MaryMac's Doggie Retreat. You release MaryMac's Doggie Retreat from all further liability and responsibility for your dog.

It is important for you to leave an emergency contact number other than someone that usually travels with you so that in the event you are unable to contact us, we have someone to contact about your dog's stay. If you abandon your dog, you will still be responsible for the full boarding stay and any expenses incurred, including but not limited to any applicable attorney's fees or court costs.

**Legal:** Our Policies, Procedures, Services, and Rates may change from time to time. While we will attempt to notify you of these changes, it is ultimately your responsibility to check back on our website regularly so that you are aware of our most current policies, Procedures, Services, and Rates. We reserve the right to refuse services to anyone at our sole discretion.