

TERMS & CONDITIONS:

WHAT TO BRING FOR YOUR PET'S STAY:

- Dog food. Please bring an adequate supply of dog food and any other special treats.
- Raw diets are welcome! We have plenty of freezer space available.
- If you prefer we will gladly feed your pet with our premium house food - RedPaw kibble. Tested and successfully used at Elevation Dogs for over 10 years. Your dog will love it! We will charge \$1.00 per cup of food fed to your dog. Learn more about this food here: <http://redpawdogfood.com/>
- Medication & supplements as needed.
- A comfort item if you choose so. Please don't bring bulky dog beds, a blanket or t-shirt is preferred. A very comfortable and orthopedic Kuranda dog bed will be provided. IMPORTANT: we do not take responsibility for any of your items if they get destroyed.
- Please don't leave your leash or food and water dishes with us as we provide all this and don't want your items to go missing.
- You may bring your dog's crate if this is where your dog usually sleeps.
- For the winter months bring a dog coat if your dog gets cold easily. It will make potty breaks and walks more enjoyable.
- A copy of your dog's VACCINATION RECORDS.
- The filled out REGISTRATION FORM and WAIVER printed off from our website. You can also email them along with the vaccination records to us ahead of time. We do read your dog's bio and take his/her personality and diet very seriously. <http://elevationdogs.ca/dog-boarding/required-forms/>

INCLUDED IN YOUR PRICE:

- Private indoor kennel 5' by 5', lots of space for your pooche! Privacy panels on 3 sides for maximum protection and privacy. This gives your dog the best chance to feel safe, make himself/herself at home and allows for a restful sleep and nap times. If you have multiple dogs stay with us we can make those pens 5' by 10' by removing a panel so your dogs can still be together but have more space available. Please ask us about this option.
- Plenty of outdoor/indoor play time with or without other dogs depending on your dog's personal profile. Group play times are not guaranteed and are always supervised by our highly trained staff. We spend a lot of time playing, cuddling, etc. with each guest.
- Free administration of any medications or supplements required by your dog. Must be provided.

ADDITIONAL SERVICES:

- Extra Exercise (walks, runs, swim). The best remedy for separation anxiety. \$12/ ½ hr
- Dog Bath & Blow Out. We can have your dog all freshened up for his/her departure before pick-up. \$25 (complimentary when staying for 7+ continuous days)
- Nail trim. \$10
- Full groom available every Sunday. Rates start at \$55 and go up by time spent.

HOURS OF OPERATION:

- All check-ins and check-outs are by appointment only between the hours of 8am - 11.30am and 2pm - 6pm, 7 days a week. Please let us know if anything changes, otherwise we will expect you according to the time on your booking confirmation. If you are more than 15 minutes late we cannot guarantee service as we need to get on with our busy day providing the best care to our furry guests.
- Kennel Viewings can be scheduled between the hours of 10.30am -11.30am and 2.30pm - 4pm.
- No check ins/outs and kennel viewings on statutory holidays.

VACCINATION & WORMING REQUIREMENTS (FOR THE SAFETY OF DOGS AND HUMANS):

- Required vaccines are RABIES, ANNUAL (at the very minimum they need: Canine Distemper and Parvovirus) and BORDETELLA (kennel cough).
- Titers are accepted!
- Puppies must have completed the first set of vaccines (3 shots), usually by week 16
- We recommend worming your dog 3 - 4 times a year to prevent diseases. (For puppies every two weeks until they are 12 weeks old.) Please avoid worming your dog within the week prior to his/her stay at Elevation Dogs.

ON-LEASH POLICY:

- Upon arrival for your dog's stay with Elevation Dogs, we require your dog to be on a leash.
- We also request that you drive slowly and cautiously while on our premises. We are a family business with small children and resident pets at play.

DEPOSIT REQUIREMENTS & CANCELLATION POLICY:

- Please take note of our cancellation policy. We require a 50% deposit which will be returned in full if a notification of cancellation is given at least 72 hours prior to the scheduled check in time. No refund is given if the 72 hours are not respected.
- If you have not paid your deposit your spot might be given to someone else.

We are excited to get to know you and your best friend. Every dog is a unique character and deserves the best!

Best regards,

Eva, Aaron and Team