



Canine Country Club of the Lake

POLICIES & PROCEDURES

MISSION

Our mission is to provide a luxury facility with multiple pet services, in a clean, safe, and fun environment. We strive to enhance the happiness of your dog and hold our customer satisfaction in highest regard.

OFFICE HOURS

All communication with our clients takes place during our office hours. Canine Country Club of the Lake office hours are as follows:

Monday-Friday: 9:00 AM - 5:00 PM
Saturday & Sunday: 9:00 AM - 4:00 PM

Phone: 973.663.2002. We are a 24-hour operation for our four-legged guests.

DAYCARE & BOARDING HOURS

	Daycare	Boarding
Monday - Friday:	6:30 AM - 7:00 PM	6:30 AM - 7:00 PM
Saturday:	8:00 AM - 4:00 PM	8:00 AM - 4:00 PM
Sunday:	Closed	8:00 AM - 4:00 PM

FEE POLICY

All fees are due at the time of pick-up of your pet. Cash, checks, and major credit cards are accepted. There is a 3.5% fee added to all credit card transactions. A \$35 service charge will be applied for all returned checks.

DAYCARE RESERVATIONS/CANCELLATIONS

Reservations: An appointment is required to attend Daycare. Please refer to our hours of operation section for the best time to reach us. We reserve the right to decline Daycare service to your dog if you arrive and are not scheduled.

Drop Off: Dogs must be dropped off no later than 11:00 am, we recommend dropping off as early as possible to maximize your dog's day.

Pick Up: Pickups begin at 3:00 pm.

Cancellations: There is a \$20.00 fee per dog charged to clients who do not call or email to cancel daycare. **Cancellations must be made by 4:00 PM the day before a reservation.**

We offer Re-Occurring Appointments if you have set days you would like to attend. **Two no shows or two failures to meet our cancellation policy of 4:00 PM the day before on a Re-Occurring Appointment will result in a loss of the Re-Occurring Appointment schedule.**

Daycare Feeding Charge: There is a \$3.00 charge per feeding in daycare

DAYCARE PACKAGE PURCHASES

5, 10 & 20 Day Packages are available and provide significant savings. They are to be utilized within Six Months of purchase and are Non-Refundable/Non-Transferable.

Please refer to our Hours & Pricing section for further details.

STAY & PLAY (BOARDING) RESERVATIONS/CANCELLATIONS

Reservations: Stay & Play reservations must be made through our Client Services department. As a courtesy, our office will send you a confirmation email prior to your reservation. However, we do ask owners to assume responsibility for their pet's reservation.

Dogs who are new to Canine Country Club of the Lake, or dogs who have not visited within the past year will be required to attend daycare prior to a stay.

Day of Drop Off: Must be dropped off by 12:00 pm the latest

Day of Pickup: Pickup after 12:00 pm is an additional ½ day charge

Cancellations: Our Cancellation Policy varies depending upon Peak & Non-Peak Season. The Cancellation Policy is attached for clarification.

SELECTION OF DOGS

All daycare and stay & play dogs must be able to be handed over to our staff. Dogs will be selected based on temperament and behavior in relation to humans. Your dog does not have to be able to socialize with other dogs but must be able to be cared for by humans. We take great pride in selecting dogs that are safe and appropriate for our environment here at Canine Country Club of the Lake. A "Zero Tolerance" rule is enforced at our facility to maintain a safe environment for other dogs as well as pet handlers. Any aggression toward other dogs and/ or handlers will not be tolerated.

BEHAVIORAL MANAGEMENT

All dogs are encouraged to display good behavior while at the Canine Country Club of the Lake. This is critical to maintain safe play groups, for the safety of our staff, and to minimize stress on other dogs. Dogs that display poor manners (jumping, door bolting, bossiness, inappropriate play, ect.) may be handled in the following ways: use of leash and/ or drag line, timeouts, or removal from group play. Minimizing pet stress is always our goal. We may suggest training sessions if a dog continues to be problematic. We will discuss all behavior issues with pet owners as they arrive.

OVERALL HEALTH

All dogs visiting Canine Country Club of the Lake must be in good health. For the protection of our facility, any pet with a communicable condition will not be allowed. This includes but is not limited to Canine Cough or Influenza.

Dogs that have been ill with a communicable condition within the prior 14 days will require a veterinarian's certification of health prior to being re-admitted to the facility.

Dogs must be on an effective flea control program.

Dogs adopted from shelters need two weeks in-home prior to admittance to our facility.

VACCINATIONS

All vaccinations must be current. Canine Country Club of the Lake requires written proof of vaccinations from a Veterinary Hospital prior to your canine visit. Vaccines must be up to date at least 10 days prior to

arrival at our facility. Required vaccinations include **DAPP, Rabies, Bordetella** and the **Bivalent Canine Influenza**. Please discuss your pet's vaccination schedule with your vet. Titers are accepted for distemper only and must be updated annually with proper documentation.

As a courtesy, our office will attempt to contact you if it has come to our attention that your pet's vaccinations are about to or have expired prior to a scheduled visit to Canine Country Club of the Lake. However, it is ultimately your responsibility to keep all vaccinations current on your pet. Failure to maintain current vaccinations upon time of visit will result in cancellation of your reservation.

NEUTER/SPAY

All dogs attending Daycare or Boarding that are seven months or older must be neutered or spayed to participate in group play.

We offer individual play sessions with our wonderful staff for those who do not participate in group play. This is a great way to get a ton of exercise and individual attention.

HEALTH MAINTENANCE

Your pet is under constant supervision by experienced personnel. If a medical issue arises while your dog is in our care, we will take the following steps:

1. We will contact the owner immediately
2. If the owner or emergency contact person is unavailable, Canine Country Club of the Lake will call our veterinarian for immediate treatment.
3. All vet fees incurred are the responsibility of the owner, including a minimum charge of \$30 for transportation if a visit to the vet is required.

Please keep in mind we cannot prevent all dog communicable illness. Due to dogs being in close proximity, such illness may include but not be limited to: tracheobronchitis or canine cough, intestinal parasites and "doggie pinkeye."

PLEASE notify staff if you have a dog with a decreased immune system.

It is the owner's duty to report any signs of change in their dog's health (I.e. sneezing, coughing, diarrhea, discharge from eye, lethargy, ect.) and KEEP the dog home until further notice. We do our very best to watch for any signs of illness and owners will be called to come and take the dog home if any symptoms are observed.

SPECIAL NEEDS/REQUESTS

Special circumstances regarding health and medication issues will be discussed and priced accordingly at the time of application and interview process. Our goal is to have all inclusive pricing.

If you request daily brushing for proper maintenance of long coated dogs, a daily brushing fee will be applied. Please remember dogs who play very actively may quickly develop mats. Please let us know upon check-in if you desire a brushing service for your dog.

Please note that due to outside play, it is very difficult to keep "hard playing" dogs clean. Our staff will wipe down and "spot" clean dogs before pick-up, but we cannot guarantee a perfectly clean dog after a day of play.

SUPERVISION

All pets are cared for by a qualified pet handler. Dogs are always supervised by staff and never left unattended in group or individual play sessions.

We are a 24-Hour Operation. Dogs are physically handled from 6:00 AM – 10:00 PM. We have staff on site through the night for safety.

PLAY INJURIES

Dogs are involved in play throughout their stay at Canine Country Club of the Lake. Play involves tug, fetch, and interaction with other staff or other dogs. Play can result in minor nicks, bumps/bruises or possible injury to joints, ligaments, tendons, ect. Owners will be notified upon pick-up of any "play injuries". Any serious problem will be addressed immediately. Playing on any solid surface can result in abrasions to the dogs' pads and owners must be aware this cannot be prevented if their dog is to be involved at Canine Country Club of the Lake

PERSONAL BELONGINGS

Feeding dishes, water bowls, and bedding are provided at Canine Country Club of the Lake. If you do bring your dog's personal belongings, please limit toys and bedding.

Please do not bring:

- Water or Feeding Bowls
- Toys your dog can ingest (I.e. stuffed toys for dog to "de-stuff, rope toys)
- Rawhides

Any belongings we feel can pose a threat to dogs on premise will be returned at drop off.

FOOD & MEDICATION

Please bring enough food and medication for your pet's stay plus a few extra days in case of an emergency or for an extended stay. Food should be premeasured in sealed containers with lids or in plastic sealable bags, please provide one container/bag per meal.

While we will be happy to provide our "house" food for an additional charge, sudden food changes can result in stomach upset so please bring food for your pet. A feeding fee of \$3 per meal will be applied if your pet does not have food and needs to use our "house" brand.

Please do **NOT mix medications** in with premeasured food. We administer all medication separate from food.

If your dog has not eaten within 24-48 hours of arrival, we will provide supplemental "house" food (at owner's expense) to stimulate appetite. We stock 100% pumpkin, chicken, rice and feed in accordance with any allergies listed in your dog's application.

ABANDONMENT

If a pet is not picked up by the scheduled departure date, we will attempt to contact the owner immediately. A pet will be considered abandoned after ten days if all attempts to reach the owner and family (including phone, mail, and certified letter) are unsuccessful (according to NJ State Law). An abandoned pet will become property of Canine Country Club of the Lake and will be re-homed as we see fit.

SANITATION

Our entire facility is cleaned and disinfected daily. We only use Rescue Disinfectant which is a hospital grade cleaner and disinfectant. We do not use bleach in our facility.

We thank you for choosing Canine Country Club of the Lake. We look forward to providing a safe and fun experience for your best friend while you are at work or on vacation.

Consider Canine Country Club of the Lake, your dogs' home away from home!!

Policies & Procedures are subject to change as needed by Canine Country Club of the Lake

10 Day Policy

For the safety of all dogs enjoying Daycare or Boarding at our facility we have 10 Day Policy in place. The goal is to minimize the potential of exposing our facility to airborne sicknesses that can spread quickly in our environment.

Our 10 Day Policy prohibits dogs from entering our facility if they have been to or experienced any of the following within 10 days of arrival:

- ❖ Grooming Facilities (Includes Mobile Grooming)
- ❖ Other Dog Daycare or Boarding Facilities
- ❖ Veterinary Hospitals (Includes parking lot visits)
- ❖ Dog Parks
- ❖ Indoor Adoption Events with Adoption Dog's on Premise
- ❖ Fostering a New Dog
- ❖ Adopted a New Dog

****Newly adopted dogs must be in-home for two weeks prior to attending daycare or boarding****

Cancellation Policy

DAYCARE Cancellation Policy

There is a \$20.00 fee per dog charged to clients who do not call or email to cancel daycare. **Cancellations must be made by 4:00 PM the day before a reservation.**

Loss of Re-Occurring Appointment Schedule: **Two no shows or two failures to meet our cancellation policy of 4:00 PM the day before on a Re-Occurring Appointment will result in a loss of the Re-Occurring Appointment schedule.**

STAY & PLAY (BOARDING) Cancellation Policy

“Peak Season” Cancellations: If your schedule changes and necessitates rescheduling a reservation, we ask that you do so at least **seven days in advance**. Failure to give seven-day notice will result in a "cancellation charge" equal to **one night's stay**.

“Peak Season”:

- Summer: Friday before Memorial Day through Monday Labor Day
- Holidays: Wednesday before Thanksgiving through Monday after Thanksgiving & December 24th – January 2nd
- Spring Break: Dates vary each year depending upon local school schedule

“Non-Peak Season” Cancellations: If your schedule changes and necessitates rescheduling a reservation, we ask that you do so by **11:00 AM the day before arrival**. Failure to notify us by 11:00 AM will result in a "cancellation charge" equal to **one night's stay**.