

RULES & REGULATIONS

Adopted from the SPCA - San Francisco Literature

The goal of Urban Dog is to provide a safe, fun and stimulating social environment for dogs during the day & evening. We believe that opening up this new pet care option for busy pet owners will also open up new homes for more shelter dogs. To ensure the safety and health of your pet and of our other guests, we require all of our guests to comply with the following rules and regulations.

AGE: All dogs must be five (5) months of age or older.

SHOTS: All dogs must have up-to-date vaccinations. Owners must submit written proof that their dogs received DHLPP and Kennel Cough vaccinations within the last (7) days-11 months. Specifically the vaccines required are Distemper, Hepatitis, Leptospirosis, Parainfluenza, Parvovirus and Bordatella. These shots are more commonly referred to as DHLPP; 5 in 1; or 6 in 1 and could include or have the kennel cough vaccine as a separate inoculation. We recommend a bordatella vaccine every six months.

HEALTH: All dogs must be in good health. Owners will need to certify that their dog(s) are in good health and have not been ill with a communicable condition in the last 30 days. On admission all dogs must be free from any condition, which could potentially jeopardize other guests. All dogs will require a veterinarian certification of health to be admitted or re-admitted after any illness.

BEHAVIOR: All dogs must be non-aggressive and not food or toy protective. Owners will need to certify that their dog(s) have not harmed or shown any aggressive or threatening behavior towards any person or any other dog(s). Please remember that your pet will be spending time with other pets and that their safety and health is our main concern.

APPLICATION: All dogs must have a complete, up-to-date and approved application on file. There is a \$10.00 non-refundable application screening fee.

DAYS & HOURS: We are open every day and although our primary business hours are from 7:00am to 7:00pm, we allow pick-ups until 8pm. If your dog is here after 8:00pm, you will incur additional fees. Dogs in the building from 7:00am to 7:00pm will be charged daycare rates. Dogs in the building after 7:00pm will be charged for overnight care.

RESERVATIONS: Required in writing. Preference will be given to pets attending full time. Cancellations must also be in writing or you will be charged full boarding fees.

BILLING POLICIES: Payment is expected when your dog is picked up unless we have an active credit card on file. **If we invoice you, payment is due upon receipt of invoice.** If payment is not received within two weeks we will charge the invoice to the card on file even if it is marked for emergencies only. Discount rates will revert to full fees if payment is not received within two weeks. The fee for bounced checks is \$25. We are a small business and greatly appreciate your prompt payment.