

## Harmony Pet Care Rules & Regulations

To ensure the safety and health of all animals and staff at Harmony Pet Care (HPC), we require all clients to comply with the following Rules and Regulations:

**SEX:** All dogs must be spayed or neutered (unless they are under 6 months of age).

**SHOTS:** All dogs must have up-to-date vaccinations. Parents must submit written verification that their dogs have current DHLPP, Rabies and Kennel Cough vaccinations. *Specifically the vaccines required are Distemper, Hepatitis, Leptospirosis, Parainfluenza, Parvovirus, Rabies and Bordatella. You will receive reminders when vaccinations are due. It is your responsibility to provide on-going verification of current vaccinations. You will be charged a "special needs fee" if it is necessary for our staff to secure verification.*

**HEALTH:** All dogs must be in good health. *Parents will need to certify that their dogs are in good health and have been free from any condition that could potentially jeopardize other guests. Dogs who have been ill with a communicable condition in the last 30 days will require veterinarian certification of health to be admitted or readmitted.* If, at any time during care, a dog is noticed to have fleas or ticks, treatment will be applied and charged to the parent at the minimum rate of \$30.00. All dogs will be examined for signs of fleas and ticks at check in and **will not** be admitted to day care if fleas or signs of fleas or ticks are noticed. This "spot check" is not a foolproof process, therefore, HPC highly recommends a flea and parasite preventative, excluding flea/tick collars. Product suggestions: Sentinel, Top Spot (Front Line), or Vectra.

**QUICK RELEASE COLLARS:** Required with nametags. **RETRACTABLE LEASHES** are not allowed.

**FOOD:** All food brought to HPC must be stored in an airtight/rodent proof container with the pets name on it. Plastic baggies or opened dog food bags are not acceptable.

**BEHAVIOR:** All dogs must pass the HPC Proprietary Behavior Assessment for enrollment in our program. All dogs must be non-aggressive and not food or toy protective. *Parents 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 priority. Keep in mind, although it is supervised play, your dog still might acquire an occasional nip or scratch.*

**AGE:** Any age dog/puppy is allowed at HPC as long as the dog/puppy meets the HPC criteria. Puppies may begin day care before they receive their Rabies vaccine and before they are spayed/neutered, as long as both will be taken care of by 6 months of age.

**ENROLLMENT:** All dogs must have a complete, up-to-date and approved enrollment form on file and commit to one-day/week minimum program participation. If this weekly commitment is not met, your dog may be required to under-go a re-assessment and fees may apply. If your dog has been out of day care for two months or more, re-assessment is required and fees will be applied. **ALL HPC FORMS MUST BE SIGNED BY PARENT BEFORE ENROLLMENT.**

**FEES:** Due and payable at the end of each day. Cash, check or MasterCard/Visa are accepted. Discounted packages are provided only if they are paid in advance. Pre-paid packages are non-refundable. Punch cards expire 3 months from purchase date and Barkley's Pack expires the last day of each month. Our program is flexible enough to accommodate reasonable special needs requests, however, appropriate fees will be applied. Daily punch cards cannot be used in conjunction with a sleepover stay. Current Credit Card number and expiration date must be on file at all times. Please see rate card for all fee details.

**HOURS OF OPERATION:** Monday through Friday from 7:00 a.m. to 6:30 p.m. Drop off and pick up any time during these hours, except during nap time (noon to 2:00 p.m.). Weekend and holidays may vary by facility with drop off and pick up at specified times only. *\*HPC closes promptly at 6:30 p.m. M-F. Late charges of \$1.00 per minute will be applied. Additional late fees may vary by location. Please see rate card for details.*

**RESERVATIONS:** Required. **Cancellations not made by 6:30 p.m. one business day prior to the scheduled day care day will be charged full fees and invoiced to the parent.**

Parent's Signature \_\_\_\_\_

Rules and Regulations are subject to change at any time without notification