

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 and evening. We believe that this new pet care option for busy pet owners will 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 three months of age or older or have completed their second round of puppy vaccinations. Dogs over 6 months old must be spayed or neutered.

SHOTS: All dogs must have up-to-date vaccinations. Owners must provide written proof that their dogs have received DHPP (Distemper, Hepatitis, Parainfluenza, and Parvovirus) within the last year and the Kennel Cough (Bordetella) vaccine within the past six months or sign a vaccination waiver. Rabies must also be current as required by local law. Corona/Lepto is optional.

HEALTH: All dogs must be in good health. Owners will need to verify 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 conditions which could potentially jeopardize other guests. All dogs will require a veterinarian certification of health to be admitted or readmitted after any illness.

BEHAVIOR: All dogs must be non-aggressive towards humans and other dogs. They must not be object or food possessive or aggressive. Owners will need to certify that their dog(s) have not harmed or shown any aggressive or threatening behavior

towards any person or 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.

DAYS & HOURS: We are open every day from **7am to 8pm**, even on holidays. Dogs must be checked-in by 8pm but pick-ups are allowed until 9pm. Our boarding rates are higher on certain holidays. **Dogs in the building after 9pm will incur additional fees.**

RESERVATIONS: Preference will be given to pets attending full time. Cancellations are required 48 hours prior to the check-in date. **For non-cancellations on holidays deposits will not be refunded but you can use them for future services.**

BILLING POLICIES: Payment is expected when your dog is picked up. **If you do not pay when you pickup your dog we reserve the right to charge your credit card on file.** If your credit card is denied you may be refused future services. Discount fees will revert to full fees if not paid when dog is picked up and credit card is denied. Fee for bounced checks is \$25. Late fee of \$25 per month will be incurred on outstanding invoices. We are a small business and appreciate your prompt payment.

Thank you!

I have read and understand the previous pages -