



## Boarding & Daycare FAQ's & Policies

### **What vaccinations do my pets need before staying at Bouse Fur House?**

Proof of vaccinations are needed for dogs are :

#### **Rabies, Bordatella, Parvo & Distemper.**

All dogs must be Flea/Tick free. If dogs are found to have fleas while boarding, they will be treated at the Owner's expense.

If on check-in you dog/dog's does not have all vaccination required we will be unable to provide you services.

Proof of vaccinations needed for cats are:

#### **Rabies & Distemper – and FeLV (for cats exposed to outdoor environments)**

### **Do I need an appointment for daycare?**

No!!! We are open Monday through Saturday 7 am to 7 pm and Sunday 10 am to 5 pm. During our peak season we strongly recommend calling ahead, we fill up quickly!! Daycare is not available on Holidays (see below).

### **Can I come by for a tour?**

YES! Touring hours are Mon-Sat 11 am to 5 pm and Sunday 10 am to 4 pm.

### **What is considered a half day of daycare?**

Half-day sessions are from 7am-1pm and from 1pm-7pm. All half-day dogs must be dropped off and picked up within those hours.

### **What are the drop-off and pick-up times for boarding?**

Dogs can be dropped-off anytime during business hours. However we encourage all our customers to drop-off boarding guests before 5pm. This gives the dogs time to play and settle-in before bedtime.

### **Should I bring my own food for boarding?**

We highly recommend bringing your pet's own food, since switching brands of food can lead to an upset stomach. Should you forget food for your pup or should you unexpectedly have to extend your dog's stay, Bouse Fur House supplies Blue Buffalo. \$1.00 for 2 cups or less and \$2.00 for over 2 cups.

### **Does your facility have heat and air conditioning?**

Yes, the facility is complete with Heat and Air. There are several doors opened throughout the day that allow dogs to go inside and outside, however we try our best to keep a comfortable environment for all dogs

## **Boarding Reservation & Cancellation!**

Failure to cancel your reservation at least 24 hours (before noon) prior to the day of the reservation will result in a \$15.00 fee (for each reserved pet).

### **Can I bring my dog's bed or blanket?**

Yes, you may bring your dog's bed or blanket for boarding as long as it is machine washable. Bouse Fur House encourages you to bring what you feel is appropriate for your dog's needs, although Bouse Fur House can't be held liable in the event of missing or damaged items.

### **Does boarding include daycare?**

Depending on their social behavior, all boarding guests are welcome to enjoy the joy of daycare at no extra charge. What can be more fun than hanging out with the other guests?

### **Do you administer medications?**

Yes, if the medicine is to be administered (no injections) during normal hours.

### **I have two pets boarding together. Will you feed them separately?**

Yes, we will feed your pet's separate according to your request.

### **How Old Does My Dog Have To Be To Play In Daycare?**

Guests must be 4 months or older to join our day care crowd.

### **Un-Neutered Males**

Yes, we will board un-neutered males and un-spayed females (we ask for the girl's last cycle).

### **Do you accept pets beside dogs and cats?**

We have an "Exotic Pet Room" which allows us to take care of certain domestic animals if reservations are made! This is the only exception where Bouse Fur House requires the pet owner to **CALL** ahead, if staying with us. We can take birds, some small mammals, and other small animals.

### **Abandoned Dog's**

If a customer does not pick-up a dog/dog's boarding at Bouse Fur House within 7 days of the original check-out day and Bouse Fur House is not able to communicate with the customer and/or able to secure a deposit payment for the extended stay, the dog/dog's are being considered abandoned and will be placed in a rescue program.

**Holiday Hours of Operation are listed below: (We are closed to the public/and no tours will be given)**

### **Holidays are open for the pets (except for daycare)**

Easter Sunday	Closed
4th of July	Closed
Thanksgiving Day	Closed
Christmas Eve	Open 7am - 2pm
Christmas Day	Closed
New Years Eve	Open 7am - 2pm
New Years Day	Closed