



Facility Policies

Your dog's health and wellbeing, as well as all others attending our facility, is very important to us. As a result, we request that you follow our general policies listed below to ensure we maintain a clean and safe facility.

Vaccinations and Health

- We require Rabies, Distemper, and Bordetella. Any lapse in coverage will result in a 2 week waiting period until your dog can be readmitted to the facility. Canine influenza is not required; however, we do strongly encourage it. Proof of vaccines can be faxed to (717) 898-2635 or emailed to us prior to your visit, or you may bring them to your initial visit.
- If your dog shows any of the following signs of illness, do not bring them to the facility. If they show these signs after being at the facility, please contact us immediately. Due to dogs being in close proximity during both playtime and break time, we cannot prevent the transmission of all illnesses. Please notify us if there is any change in your dog's behavior or health.
 - Coughing/choking sounds
 - Red eyes/discharge from eyes
 - Diarrhea and/or vomiting
 - Lameness/soreness
- Dogs over 6 months of age attending daycare or boarding must be spayed/neutered. Your dog may not attend for any services at least 1 week after being spayed or neutered.
- Females attending grooming or training services exhibiting any signs of heat are not permitted.
- Should your pet need medical attention by a vet, you assume all financial responsibility.

Procedures

- Dogs must be on a well-fitting collar and leash upon entering the facility. Dogs must remain on lead both inside and outside of the facility. **No retractable leashes or pronged collars are permitted.**
- Take time to potty your dog before entering the facility. Waste bags are available and may be disposed of in the waste can located at the front entrance.
- Payment is expected at the time of service. We accept cash, checks, and all major credit cards. A fee of \$35 will be charged for returned checks.
- Please give a 24 hour cancellation notice for any scheduled appointments.
- **We reserve the right to refuse service to your dog if we feel that they are displaying aggressive behavior or are not benefiting from our services.**
- Our facility operates on a zero tolerance for aggression towards other dogs and handlers. Owners will be notified of any aggression and, if necessary the dog will be dismissed from the facility. Owners will also be notified if we feel their dog is not benefiting from the services.



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Grooming

- Grooming is by appointment only.
- Price estimates will be provided, but will vary depending on the condition, size, and behavior of your dog.
- Owners are not permitted to stay with their dog in the grooming shop during their appointment.
- If necessary, an additional charge of \$10 will be incurred for a flea bath.
- Dematting is \$15 per every 15 minutes in addition to the regular grooming price. If matting is severe, it will be a painful process and we will recommend your dog be shaved down. A release form will be required for this procedure.
- We reserve the right to refuse grooming services to aggressive or severely matted dogs.

Mobile Grooming

- Appointments will be scheduled within a two hour time period. Please be sure that we can obtain access to your dog within this time frame.
- A \$25 fee will be charged for a missed appointment. If you need to cancel an appointment 48 hour notice is required.
- Due to inclement weather or mechanical failures, we reserve the right to cancel or reschedule appointments. We will make every effort to notify you of these changes as soon as possible.
- We reserve the right to refuse grooming services to aggressive or severely matted dogs.

Training

- Payment in full is required prior to attending class. Please arrive 15 minutes prior to the start of class to process payment and ensure all paperwork is received.
- No refunds will be given after the start of the session if you are not able to attend.
- No make-up classes are offered if you miss a training session. Should a class session be canceled due to trainer illness, holiday or weather it will be rescheduled.
- All of our trainers use positive, reward based training. Please bring a "reward" for your dog, either their favorite treats or toys.
- Harsh handling/corrections are not permitted.
- One dog per handler is permitted for class. Exceptions may be made in some agility classes. Please call us to discuss your options for training multiple dogs.
- If minimum enrollment is not met 2 days prior to the initial class, you will be notified and offered a credit towards a future training class.



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Daycare / Boarding

- Daycare and boarding attendees are required to make reservations 24 hours in advance. This allows for adequate staff to ensure all dogs within our care are supervised appropriately. Failure to schedule in advance may result in your pet not being permitted to attend if we are at capacity. **Daycare and boarding requests may be completed online, emailed or by phone call.**
- Cancellations require 24 hour advance notice. Failure to do so will result in a charge equal to one day of daycare or boarding. Clients utilizing daycare package options will have a day deducted from their package.
- Daycare package days may not be used during boarding stays.
- Although all groups are supervised, play may still result in minor injuries and owners will be notified upon pickup. If the injury should require immediate veterinary care, we will attempt to reach the owner and/or emergency contact and will proceed with any necessary care at Landisville Animal Hospital, at owners' expense.
 - Please state your maximum allowable vet care expense that may be charged on your behalf before the veterinarian receives additional approval \$_____
- We will provide toys and treats; however, if your dog has any allergies or specific feeding instructions please be sure to notify us in advance.
- Due to evening training classes held within our facility, a late pickup fee of \$5 for every 15 minutes past closing will be charged. If you feel that you may be late for pickup, please feel free to call us.

Liability Waiver

Any reference below to the word "I" also implies all others associated with me, including but not limited to my spouse, heirs, assignees, and family members. Any references to "The Complete Canine Center, LLC" implies its agents, officers, owners, employees, subcontractors, customers, and prospective customers.

I have disclosed to The Complete Canine Center, LLC all known risks, dangers, and medical conditions associated with my dog(s). I affirm that I am not aware of any vicious tendencies by my dog(s). I understand that I am solely liable for medical care expenses and damages that result from injuries caused by my dog(s), or that I will resolve the matter directly with the owner(s) of the other dog(s) based on applicable laws.

I agree that there are inherent risks in sending my dog(s) to any dog center, such as illness or injury, and I accept these risks because they are outweighed by the benefits. The Complete Canine Center, LLC will not be liable for any illness or injury that may occur to my dog(s). I understand that agility obstacles and other dog events by their very nature present a potential danger for either or both the dogs and/or handlers, even when the greatest amount of care is taken to insure safety.

I further understand that I may be exposed to certain risks when bringing my dog(s) to participate in activities at The Complete Canine Center, LLC or when picking up my dog(s) from participating in activities at The Complete Canine Center, LLC. Such risks may include property damage and/or physical injury inside or outside the facility, such as from falling, slipping, illness, and/or dog bites. Therefore, I hereby voluntarily release, forever discharge, and agree to hold harmless and identify



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The Complete Canine Center, LLC of any and all liability claims, demands, actions, or rights of action, which are related to, arise out of, or are in any way connected with my dog(s) participation in activities at The Complete Canine Center, LLC.

I authorize The Complete Canine Center, LLC to take reasonable action to resolve any medical problems that may arise while my dog(s) are in their care. If my dog is ill or injured while participating in activities at The Complete Canine Center, LLC, they will make every reasonable effort to reach me pursuant to the contact information I have provided. However, if The Complete Canine Center, LLC is unable to reach me, I consent to The Complete Canine Center, LLC seeking appropriate veterinary care and I accept responsibility for any and all associated expenses. The Complete Canine Center, LLC will not pay any portion of veterinary expenses associated with seeking medical care for my dog if so necessary.

I understand that The Complete Canine Center, LLC may refuse service to my dog(s) for any reason it deems necessary, including but not limited to, overly aggressive behavior, overly excessive barking, and illness.

I understand that I am financially responsible for the charges that my pet may incur during his/her stay at The Complete Canine Center, LLC. I also understand that I am responsible for any damages (damages to crating, turf, drywall, etc) that my dog(s) might inflict during his/her stay. All charges will be settled at the time I pick up my dog from their stay at The Complete Canine Center, LLC.

I authorize use of my dog(s) visual image(s) in newsletters, posters, and other materials.

Signature: _____ Date: _____