

HOUSE RULES



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RESERVATIONS

- To ensure quality service, reservations can only be guaranteed with a one-night advance deposit at the time of booking. Deposits are refundable if cancellations are made no later than 10 days prior to arrival. All deposits made by credit card are subject to a cancellation transaction fee of 3%.
- We are not open for check-in and check-out on: New Year's Day, Memorial Day, Independence Day, Easter Sunday, Labor Day, Thanksgiving Day, and Christmas Day. As a result, we require a two-night minimum stay with a two-night advance deposit for reservations over these time periods.
- We request 24-hour notification for cancellation of Day Camp, grooming, day spa, and rehabilitation services, so that we may reschedule without charging for missed appointments.
- Accommodations are available for those who would like their family's pets (of the same species) to stay together. There is a 35% discount (of the nightly suite rate) for the second pet and a 60% discount for the third pet IN THE SAME SUITE (size/breed limitations may apply.)
- To ensure availability, it is recommended that reservations be made well in advance.

CHECK-IN / CHECK-OUT / HOURS

- **Check-time begins at 3 P.M. (until close)*** in order to allow housekeeping ample time to properly sanitize and prepare each suite for arrival. We shall make every attempt to accommodate special requests for early check-ins. There is always a full charge for the first day of stay, regardless of check-in time. **Please allow an extra 15 minutes in your schedule to ensure accuracy at check-in.**
 - **Check-out time is 12 noon (or earlier)** in order to allow housekeeping ample time to properly sanitize and prepare each suite for its' next guest that afternoon. Pets not picked up by 12 noon will require additional care and will be charged a \$25 late check-out fee unless scheduled for a grooming or Day Camp service. For security purposes, proper photo identification may be required.
- * Due to security and accuracy considerations, we regret we cannot accommodate check-ins or check-outs during non-business hours.

We open and close promptly at the following times, with NO EXCEPTIONS:

BUSINESS HOURS

MONDAY – FRIDAY	7 a.m. – 7 p.m.
SATURDAY	9 a.m. – 5 p.m.
SUNDAY	11 a.m. – 4 p.m.

NOTE: The Barkley cares for pet guests 24 hours per day, 365 days per year.



DAY CAMP

- Day Camp is a cage-free service designed for social dogs to play and have fun. Safety is our primary goal, therefore, Day Camp is not for every dog. It is not a place for aggressive dogs to learn how to be social. To be accepted into our Day Camp program, each Day Camp guest must:
 1. Complete a Day Camp Application/Agreement
 2. Be at least 12 weeks of age and have completed their first two series of vaccinations, including the bordetella vaccine and a fecal exam
 3. Meet our published vaccination standards
 4. Be spayed or neutered (except puppies under 6 months)
 5. Attend a Day Camp evaluation day (single-day fee applies) and be deemed "safe for play"
 6. Dogs under 15 lbs. may participate in Standard Day Camp if special waiver is signed
- Day Camp is offered from 7 a.m. to 7 p.m., Monday through Friday and 9 a.m. to 5 p.m. Saturday. Dogs not picked up by closing time will be considered overnight guests and charged the standard boarding rate for that evening.
- Day Camp fees are based on a single visits or pre-paid pass plans. Passes have no expiration. All pass plan sales are final. No refunds are issued for any unused portions.
- Overnight guests wishing to attend Day Camp must be "accepted" prior to first day of stay.
- Day Camp is limited in size, therefore clients are strongly encouraged to make reservations in advance to avoid disappointment. Priority goes to clients with standing reservations. We request 24-hour notification for cancellations in order to properly staff a safe play environment.
- To avoid food fights, we do not feed during the Day Camp day. Dogs requiring oral and topical medications will be administered for \$1.50 per dosage.

HEALTH CARE

- The health and safety of each guest is our number one priority, therefore, every pet must have an Overnight Guest Profile form completed prior to his/her stay. This profile helps us understand your pet's background, personality and special needs so we can make his/her visit as safe and as comfortable as possible.
- All guests must be in good health and must not have had or been exposed to any contagious or communicable illnesses within a 30-day period prior to check-in. The Barkley advises against boarding guests that have a terminal illness and are in the late stages of that illness.
- Each pet receives a pre-entry evaluation prior to admittance. This helps ensure a flea-free, healthy environment. Pet's showing signs of vomiting, coughing, gagging, sneezing or diarrhea may not be admitted.
- Guests must possess a temperament that allows staff members to be able to properly care for them. Allowances may be made for specific temperament issues, but pets cannot pose a danger to staff members.

VACCINATION REQUIREMENTS

- In the best interest of all, each guest must meet our published vaccinations standards before admittance. Pets requiring vaccination updates must have the vaccination(s) administered **no less than 10 days** before any grooming service or overnight stay is scheduled. Individual circumstances may be considered with written documentation from a veterinarian. Titters are accepted with proper documentation.
- Puppies must be at least 9 weeks of age and have completed their first two series of vaccinations, including the Bordetella vaccine and a fecal exam. Puppies over 18 weeks of age must have their full series of vaccinations, including the rabies vaccine.

DOGS:

- RABIES:** Current in the last year for puppies and the past three years for adults.
- DHLPP:** Current in the last year.*
- BORDETELLA:** Current in the last **six months**.
- FECAL EXAM:** Current in last year

CATS:

- RABIES:** Current in the last year for kittens and the past three years for adults.
- FVRCP:** Current in the last year.
- FELINE LEUKEMIA:** Current in the last year.

ALL CATS MUST BE SPAYED OR NEUTERED

* Leptospirosis has become a major problem in Northeast Ohio and is not only contagious to other animals, but is also contracted by humans. There is a growing debate in the veterinary community as to if the vaccine is necessary. Because it puts our pet guests, staff, and human clients at a health risk, we have no choice but to require this vaccination.



FOOD, MEDICATIONS & EXERCISE

- As recommended by our veterinary advisors, we feed a high-quality, low-residue, prescription-only dry kibble made by Eukanuba (**We do not provide canned food**). You may choose to provide your own food (at no additional charge), so long as each meal's serving size is prepared in a separate baggie and labeled appropriately, by meal, with your pet's first and last name on it. Due to the specific nutritional demands of puppies and felines, it is recommended these pets have their diets provided by the client. We feed twice daily – approximately 8 a.m. and 7:15 p.m. Extraordinary preparations and/or additional feedings are subject to a fee of \$2.50 each. In the event your supply of food or medication runs short and needs replenished, a service fee will be charged in addition to the cost of the product in need.
- The Barkley will administer oral and topical medications at \$1.50 per dosage. All medications shall be provided by owner and clearly labeled with written instructions, including: medication name, pet's name, dosage, and administration schedule. Unfortunately, due to regulatory considerations, **we are unable to give injections**. Guests requiring specialized care (handling, splint/bandage changes, hand feeding, walking assistance, pee pee pads, etc.) are handled on a case-by-case basis.
- It is standard for each canine guest to “go outside” three times per day. Additional “potty breaks” are available for \$2.50 each.
- Exercise and activity programs are available as ala carte options. Inquire within.

BELONGINGS

- We provide comfortable, clean bedding, toys and blankets which comfort your pet and adhere to our strict standards. Unfortunately, due to safety and sanitary considerations, **we cannot accept any personal belongings (toys, bedding, blankets, etc.)** other than an unwashed, disposable t-shirt to help reduce separation anxiety. We use customized safety collars and leads. Therefore, all carriers, leashes, collars and harnesses will be returned to owner upon check-in.

FACILITY TOURS

- The Barkley is available for view 24-hours per day via our web cam feature on our web site. We also offer personal guided facility tours at the following times:
- For the benefit of our pet guests, tour times are carefully crafted as to not interfere with cleanliness, cuisine and comfort. Due to strict vaccination standards, **no pets** are allowed on tours.

TOUR TIMES:

TUESDAY: 6 p.m.

WEDNESDAY: 12 noon

THURSDAY: 6 p.m.

SATURDAY: 12 p.m. and 2 p.m.

SUNDAY: 1 p.m.

VISITATION

- At The Barkley, our pet guests are also on vacation. Visitation during boarding is both confusing and interruptive, and therefore is highly discouraged.

GENERAL

- The Barkley reserves the right to refuse admittance to any pet guest for any reason, at any time, who lacks proof of vaccinations, displays signs of untreated or potentially contagious conditions, demonstrates aggressive behavior or who fails our standard health and temperament policies.
- The Barkley proudly accepts cash, personal check, Visa, MasterCard, Discover Card, and Barkley Bucks gift cards. Returned checks, regardless of reason, are subject to a fee of \$35.
- Our prices, policies, services and hours are not negotiable and are subject to availability and change without notice.
- Upon admission for services, your signature of contract acknowledges your awareness and acceptance of our policies.

Thank you for your trust in allowing us to care for your pet, a member of your family and of ours.