

**MIDTOWN DOGGY DAYCARE  
AND AQUATIC SPA  
713-52-DOGGY**

**GENERAL POLICIES**

**Please Read**

- Midtown Doggy Daycare and Aquatic Spa (MDDS) reserves the right to immediately change your dog's type of boarding/daycare if we believe it is necessary to protect the health and well being of your dog, other dogs, or a staff member.
- Doggy Daycare and Aquatic Spa cannot guarantee that toys, blankets, or bed will be kept in the same condition as brought in. For safety reasons, **tennis balls** and **rawhide** are NOT allowed.
- **All dogs, over 8 months old, wanting to participate in doggy daycare**, must be **spayed** or **neutered**, and **must have proof** of all their vaccinations. MDDS reserves the right to refuse Doggy Daycare activities with other dogs if your dog is an unaltered male. However, one-on-one Daycare activities can be arranged (please ask for information).
- All dogs must have an identification tag with either a phone number or address of the owner. We recommend that the tag include the dog's name. All dogs must be on a leash when entering or leaving our hotel. **Dog Tags** can be made at MDDS per tag for \$7.99 (Lg) and \$5.99 (Sm). **SEE MDDS NEW CLIENT INFORMATION FORM.**
- There is a \$1.00 per feeding charge when feeding your dog with "house" food. NOTE: We recommend that you bring in your own food since changing dog's food can cause severe upset stomach.
- A credit card number is required to secure your boarding reservation. Failure to cancel your reservation at least 48 hours before check in date, or failure to show up for reservation, will result in a charge of One Night Boarding Stay.
- Dog owner understands the risks involved with communal boarding of dogs. Our boarding, daycare and grooming dogs play in the yard and inside with other dogs. Although we will offer reasonable care, the unpredictable personality of dogs can sometimes lead to injury.
- Dog owner understands that Midtown Doggy Daycare and Spa's liability, of any circumstance related to the dog, will not exceed the current chattel value of a dog of the same breed as the one in our care.
- Our policy regarding Boarding charges is as follows: A boarding charge applies when a dog stays in our facility overnight. Upon a dog's departure, a daycare charge is added **only** when the dog's checkout time is more than four hours after its check-in time. Example: A dog that checks in on a Monday at 8:00 am and checks out Tuesday at 5:00 pm would be charged for one night of boarding and one day of daycare. If the same dog checked out at 10:00 am, then they would

only be charged for the one night of boarding. Please refer any questions to our front desk personnel or examine a rate card in our facility.

- There are two options you have when paying for services. Your first option is to pay **Daily** with cash, credit card, or check (you may be asked for identification). Your second option is to pay weekly with a “credit card on file”. If you are interested in paying by “credit card on file”, you must fill out a form with the front desk. Your credit card will be charged once a week for services received that week. Note: If you pay by “credit card on file” and you are boarding with us, your credit card is charged on the day of your departure.
- Due to their unpredictable nature, Midtown Doggy Daycare and Aquatic Spa **does not allow** any dog whose breed is **Pit bull** or is **mixed with Pit bull, to participate in daycare or communal boarding activities**. Other dogs that are *not allowed* include: American Staffordshire Terrier, Staffordshire Bull Terrier, Bull Terrier, and American Pit bull Terriers.
- Midtown Doggy Daycare and Aquatic Spa reserve the right, without notice, to adjust its fees or services. Please inquire at the front desk as to our current fees.

### **Cancellation Policy:**

Midtown Doggy Daycare has a two (2) one day cancellation policy for boarding and a seven (7) day cancellation policy on all holidays recognized by the US Postal Services. For the periods of November 22- November 27 and December 22- January 2<sup>nd</sup>, a (14) day cancellation policy is in effect. **If you do not cancel your reservation in accordance with our cancellation policy, you will be charged for the reservation in its entirety. Please understand that space in our hotel is in high demand, and that we strictly follow our cancellation policy.**

### **November, December, and January Holiday Reservation Period.**

When making your holiday reservations for the periods of November 22- November 27 and December 22- January 2<sup>nd</sup>, please be advised that a **20 percent non-refundable deposit** is required to book your reservation. There is a 3 night minimum stay for the following period: November 22-27 and December 22- January 2.

I have read, understand and agree to adhere to the policies discussed above. This document is part of the **Contract** for services.

Signature of owner: \_\_\_\_\_.

**FAX THIS FORM TO: 713-521-PETS (7387) OR E-MAIL: midtowndoggydaycare@yahoo.com**