



## Information, Rules and Regulations

### All Services

🐾 Vaccines: Vaccination requirements include being current on Rabies, Distemper/Parvo, and Bordatella (kennel cough). Records may be faxed by you or your vet to North Des Moines 515-289-0727 or Clive 515-987-6729.

***A copy of your dog's vaccination record showing the above items is required before your dog can use any of 4 Paws Unleashed, Inc.'s services***

🐾 Hours & Holidays: Monday through Friday from 7 am to noon, and 2 to 6 pm, Saturday from 8 am to 10 am and 4 pm to 6 pm, Sunday from 4 pm to 6 pm. We are open for boarding 365 days a year, however we are closed to the public on New Year's Day, Easter Sunday, Independence Day, Thanksgiving Day, and Christmas Day. We are open for boarding pick-ups/drop-offs from 4-6pm on Labor Day and Memorial Day.

- If you would like to pick-up your pet at any other time, there will be an additional \$20 charge, on top of the extra night charge. Arrangements must be made at time of making the reservation.
- A late charge of \$1 per minute past 6 pm will be applied until 6:15 pm. After 6:15 pm, if we have not received a phone call of notice of being late, your dog will be placed into over-night boarding for an additional nightly rate.

🐾 Enrollment: An enrollment form and a signed Client Agreement are required for enrollment.

🐾 Facilities: 4 Paws Unleashed, Inc. has both indoor and outdoor facilities complete with wading pools in the summer. Various climbing equipment, toys, tennis balls and agility gear will be used daily to give your dog a complete work out.

🐾 Water is provided at all times but your dog may still drink more than usual at home after daycare.

🐾 Fees: All services must be paid by the end of the day or stay. Convenient punch passes for multi-day increments are available to be purchased for daycare. Punch

passes are available in 5, 10, and 20 day increments which are good for 3 months from date of purchase and are non-refundable.

- We accept cash, personal checks, and credit cards (Visa, MasterCard and Discover).

🐾 Fleas/Ticks: 4 Paws Unleashed, Inc. highly recommends all dogs be on a flea/tick and parasite preventative such as Front Line, Sentinel, or Program. If at any time during care a dog is noticed to have fleas or ticks, the owner will be called and asked to come and get the dog ASAP or a flea bath will be provided at an additional charge.

🐾 Dirt: Dogs at play may get dirty, especially those with longer hair which may get matted. Full Service Baths and brush outs can be scheduled during the day or stay for an additional fee.

🐾 Medications: Any medications, including injections, can be administered during your animals' stay at 4 Paws Unleashed, Inc. which is owned and managed by a degreed and experienced Veterinary Technician.

🐾 Treats: With the owner's permission, treats will be given midday.

🐾 Emergency Medical Care - if the need for medical care should arise, all efforts will be made to use the veterinarian listed by you on the enrollment form. However, if that veterinarian is unavailable or other circumstances arise, 4 Paws Unleashed, Inc.'s veterinarians on record are Ankeny Veterinary Clinic, Creature Comforts, and Waukee/Clive Veterinary Clinic. Our employees are trained to follow our Emergency Medical Policy procedure which is in place for your pet's safety.

🐾 Storage bins will be available to store leashes, lunch, or other belongings during the day or stay. Each bin will be labeled with your dog's name on it.

🐾 Cleaning: 4 Paws Unleashed, Inc. cleans and disinfects all exposed areas daily to fight against odor and diseases. We are licensed and inspected by the Department of Agriculture regularly to ensure a clean and safe environment for all our guests.

🐾 Referrals: 4 Paws Unleashed, Inc. appreciates our customers and values any referrals. We are happy to offer 1 free day of daycare for each new customer referral.

### Daycare Only:

🐾 Screening: Not all dogs are good candidates for doggie daycare and each must be screened before they can join the group play. This screening is to ensure the safety of all our dogs by evaluating temperament and aggressiveness. 4 Paws Unleashed, Inc. reserves the right to turn away any dog unsuitable for this environment.

- At the screening, 4 Paws Unleashed, Inc. will assess your dog by asking you some questions regarding the dogs behavior, evaluating the dog without the parent present, and slowly introducing your dog into a group environment.
- Please understand that although a dog may pass his/her screening, they may not enjoy the hyperactivity and exposure to multiple dogs that occurs in daycare. You will be made aware of your dogs' enjoyment.

🐾 Spayed or Neutered: All dogs must be spayed or neutered if over 6 months old.

🐾 Nap Time: Your dog's day at 4 Paws Unleashed, Inc. will include a two-hour nap time from noon to 2 pm. Individual crates and/or pet beds will be supplied. Many dogs are unaccustomed to the level of constant activity they will endure for the rest of the day so a nap is necessary to rejuvenate them.

- Remember that even with a nap, your dog will likely be happy but weary at home from his active day.

🐾 Food: If you would like your dog to be fed midday, all food must be brought in single-serving portions in air-tight containers and 4 Paws Unleashed, Inc. will happily serve it. We can refrigerate and heat food as needed.

🐾 Behavior: The dogs' behavior will be constantly monitored to avoid incidents. However, we are equipped with shaker cans and squirt bottles to break up any episodes if the need arises. Certain aggressive behaviors will not be allowed at 4 Paws Unleashed, Inc. Discipline will include time-outs in a kennel by themselves for 5-10 minutes. If the behavior continues, the dog may be asked to leave the playgroup.

🐾 Roughhousing: Even under constant supervision, your dog may still get an occasional nip, scratch or pulled muscles from new levels of activity.

🐾 Toenails: Excessively long toenails may cause injury. You will be notified if you dog's nails are too long. Nail clipping/ear cleaning can be scheduled during the day for an additional fee. If, at your next visit, the nails have not been trimmed, 4 Paws Unleashed, Inc. will trim them at the parent's expense.

### **Boarding of all Pets:**

🐾 Reservations for all animals are highly encouraged by calling 515-289-0626 for the North Des Moines location or 515-987-7918 for the Clive location. Drop-ins will be accommodated if space is still available. Reservations need to be cancelled by 5 pm at least 2 days prior to the scheduled drop-off day or a non-cancellation fee of \$25 per animal will be applied. Failure to show on the scheduled drop-off day will result in the non-cancellation fee as well as forfeit of the remaining reservation days. A credit card number will be requested at the making of the reservation to hold the kennel. The credit card would only be used for the purpose of the non-cancellation fee.

🐾 Food: 4 Paws Unleashed, Inc. will supply Science Diet Big Bites and Small Bites to all cat and dog boarders. However, if your pet is on a special diet or to avoid upset stomachs that can be caused by introducing a new food, we encourage owners to bring their pets' food with them and 4 Paws Unleashed, Inc. will happily serve it.

- We can refrigerate and heat food as needed.
- We will keep to your pets' normal eating routine as close as possible.

🐾 Beds/Blankets: Clean beds/blankets are supplied in each of our kennels and runs along with food and water dishes. However, you are always welcome to bring your own bed or blanket if you think your pet may be more comfortable with his favorite one from home. (4 Paws Unleashed Inc. is not responsible for lost or damaged belongings)

🐾 Toys: You are encouraged to bring favorite toys from home which may generate a more enjoyable stay for your dog.

### **Cats Only:**

🐾 Vaccination requirements include Rabies and FVRCP and Feline Leukemia is highly recommended.

***A copy of your cat's vaccination record showing the above items is required before your dog can be boarded with 4 Paws Unleashed, Inc.***

🐾 Personal Belongings: Please feel free to bring any favorite toys or other items your cat may enjoy during his stay, included but not limited to food, litter, etc.

🐾 **Other Pets Only:** All animals are welcome including birds, hamsters, guinea pigs, spiders, fish, and reptiles including snakes, iguanas, etc.)

🐾 Cages: Due to the different types of animals that we accept, we ask that you provide a cage for your pet.

🐾 Food/Treats: Food and treats for all animals besides cats and dogs must be supplied by the owners and 4 Paws Unleashed, Inc. will happily serve it.

- We can refrigerate and heat food as needed.
- We will keep to your pets' normal eating routine as close as possible.

🐾 Toys and other items: Please feel free to bring any favorite toys or other items your pet may enjoy during his stay.