



PupTown Policies

Cancellation Policies

Non-Holiday Cancellation Policy: We have a (3) day cancellation policy for non-holiday periods. A late cancellation or no show will result in a (1) night charge per guest to the credit card on file, regardless of when the reservation was made. To avoid charges, please cancel non-holiday reservations at least (3) days prior to check-in date.

Holiday Cancellation Policy: We have a (10) day cancellation policy for holiday periods. A late cancellation or no show will result in a 50% charge to the credit card on file, regardless of when the reservation was made. To avoid charges, please cancel holiday reservations at least (10) days prior to check-in date.

Holiday Periods at PupTown are:

1. New Year's Eve and Day
2. President's Day
3. Easter / Spring Break: March 29 to April 2
4. Memorial Day : May 24 through the morning of May 28
5. Independence Day : July 3 through the morning of July 8
6. Labor Day Weekend: August 30 through the morning of September 3
7. Thanksgiving Weekend: November 27 through the morning of December 3
8. Christmas: December 21 through the morning of January 2

Holiday Surcharge Policy

There will be an additional charge of \$10 per night during our Holiday Periods. This applies to boarding only.

Late Policy

Please be prompt about picking up your pup at the end of the day. Our late fee is \$1 for each minute after the pickup time. If you are 60 or more minutes late, your pup will be boarded overnight with us for an additional \$30.

Payment

Daycare payment is due when your pup is picked up or in advance of service. For our boarding guests, a deposit of 50% is due when your reservation is made and the balance is due upon pickup of your pup. A valid credit card is required to be on file with PupTown at all times.

Food/Medication Policy

We will feed and/or medicate (non-injectables) your pup at no additional charge. Client is responsible for providing pill pockets, cheese or any aid needed to assist with pilling the dog. Please place enough food for your pup's stay in sealable plastic bags or food containers and label them with your dog's name, your last name, and AM or PM feeding or both. Leave at the front desk or attendant when dropping off your pup. We cannot store food or medications unless your dog is boarding at the time, so do not bring more than one day's supply. Prescription medication must be brought in their original labelled containers. Do not pre-mix medications with food.

Leash Policy

At PupTown, we enforce leash laws. Your dog must be leashed when you drop him/her off and you must have a leash when you pick him or her up. Do not allow your dog to be off-leash in our parking lot or our neighbors' lots. Additionally, for safety reasons, retractable leashes are not allowed in the PupTown facility.

Collar/Name Tag Policy

All dogs must wear a soft quick-release collar with a nametag. Leather or cloth is fine. For safety reasons, no metal (prong, choke, etc.) or Martingale style collars are used at PupTown.

Reservation Policy

Reserve your pup's visit as far in advance as possible. Space is on a first-come, first-served basis, so it pays to plan early. Spring break, summer and the holiday season are the busiest times.

Sick Dog Policy

If your pup is sick, please do not bring him/her to PupTown. Take him/her to the vet. We reserve the right to refuse a visit if your dog arrives sick or flea-infested. If your pup becomes sick while here, we will either quarantine the dog until you can pick him or her up or we will take the dog to our vet if we deem it necessary. You will be responsible for any vet bills.

Flea/Tick Policy

Client is responsible for having their pup on a proper flea and tick regiment. If fleas are found on your dog during a boarding visit then PupTown will require a flea bath to rid the dog of the infestation. There will be an additional charge for the flea bath. This will be determined by dog's size, tolerance of bath, & level of infestation. PupTown reserves the right to take the dog to a professional groomer to address the flea infestation if necessary. All daycare dogs visiting with any flea infestation will be separated and the fleas must be treated before returning to PupTown.

Discount Package Restriction Policy

When you purchase a multi-visit discount package, those days are not usable for weekend or holiday boarding. All pre paid packages expire after 3 months from date of purchase.

You are responsible to notify us if someone else is picking up your dog, making sure that they are aware of all applicable policies for a pick-up.

Owner Signature

Date