

- **Health** – All pets visiting the facility must be in good health. For the protection of other dogs in the facility, any pet with a communicable condition will not be allowed and pets adopted from shelters need 30 days in home prior to admittance. Pets who have been ill with a communicable condition within the prior 10 days will require a veterinarian's certification of health prior to being re-admitted to the facility. Medications required during boarding stay are limited to oral and topical applications only, dispensed no more than three times per day. Pets requiring multiple medications may be subject to an additional processing fee. Pets must be on an effective flea control program.
- **Vaccinations** – Our policy is designed to protect the health of all pets in our facility while also supporting growing concerns in the pet community about potential health risks of over-vaccination of pets. Our vaccination policy has been created to meet Houston kennel license requirements and Texas state law, accordingly we verify Rabies every 3 years for pets over 1 year of age. We additionally require immunity against core diseases and Bordetella. We request for our files evidence of current vaccination status and send reminders for Rabies, Distemper and Bordetella. We defer to each pet's veterinarian regarding existing immunity status and recommended vaccination protocol for that pet in our community facility. For owners with special circumstances, we accept your veterinarian's letter and your release of liability in the event your pet contracts disease.
- **Pet Boarding Behavior Requirements** – Our pet boarding set-up requires that all dogs can be handled for feeding and cleaning of enclosures by our staff. Inappropriate behavior can result in termination of boarding privileges. Inappropriate dog behavior includes, but is not limited to, growling, snapping, biting or excessive stress exhibited in continual barking, pacing, drooling and/or physical destruction of property.
- **Daycare Dog Social Skills & Attendance Requirements** – Inappropriate dog behavior can result in termination of daycare or boarding privileges. Inappropriate dog behavior includes, but is not limited to, bullying another dog, biting and fighting. We will discuss all situations and concerns candidly with you and recommend training options that may remedy any undesirable behavior. For everyone's safety, dogs need to play at least once per month to retain daycare and overnight social skills and privileges. We reserve the right to re-test any dog we deem necessary if we have not seen them in 1 month or more. All dogs must be spayed or neutered.
- **Reservations, Deposits & Cancellations** – A \$50 deposit is required to confirm your holiday boarding reservation. Deposit amount is forfeited for all late cancellations, no-shows, or reservation changes that reduce the number of nights reserved. Five days notice is required for cancellations or reservation changes for credit of deposit paid for holiday reservations. We recommend making reservations for holidays and peak periods well in advance. Boarding reservations during peak periods are subject to a cancellation fee in the event 48 hour notice is not provided. Cancellation fee equals one night boarding fees. Please notify us as early as possible on cancellations so that we may accommodate another client from our waiting list. Full payment for stay is payable when your dog(s) is/are dropped off or picked up from the facility.
- **Toys & Beds, Etc.** – For your convenience we offer basic bedding. We realize that your dog may prefer some items from home during their stay. We cannot be held responsible for the condition of any item brought to our facility upon its return. We also ask that you limit items to only one or two favorite toys, one bed, blanket, and/or crate. We also appreciate having items that can be washed easily, in case items become soiled during the stay. Due to our group environment in the dog facility, only toys and beds provided by You Lucky Dog are allowed in daycare area. Leashes are left and stored by us at your own risk (we are not responsible in the event of loss or damage).

To ensure the safety and security of our clients, pets, employees and business, we reserve the right to decline service to any individual or pet for any reason.