

BESA PETS

Guidelines

How Boarding Is Charged	Vaccine Information
• We charge by Calendar Day (not per night) • Each day your dog is in our care is billed as a full day, regardless of drop off or pick up time • Example: Drop off Tuesday and pick up wednesday = 2 days of boarding • Because we are closed on Sundays, if your pet is picked up before 10:30am Monday, There is no charge for Monday (Mondays only)	1. Rabies Vaccine is <u>required</u> for boarding 2. We reccomend staying in contact and up to date on vaccines your vet reccomends for your individual pet(s) 3. Owner is in charge of providing and keeping paperwork up to date • Out of date vaccines will result in us not being able to board your dog/s 4. Helpful tips • call in if unsure if vaccines are up to date

Food Requirements	Medication, Leash, Board Together, Dogs in Heat, Age Requirement
1. If food is not in containers or ziplocs that fit guideline size You will be charged a bin or Ziploc rental • Bin Size - 6inch tall, 9inch wide,13inch tall • Bin rental - \$3 per stay • Ziploc - \$2 per bag 2. Lack of packed food • House food will be given - \$3 (per meal) • Verus dry kibble (chicken and rice	1. Medication needed for pet(s) must be discussed prior to drop off • This is so we can confirm med schedule and also make sure we are able to accommodate dogs needs 2. All dogs must be on leash in office and outside for safety of pets and clients 3. Dogs can be boarded together if • Both Spayed & Neutered or same gender

blend) 3. Pet Not Eating ● Add Ins will be given - \$2 (per meal) ● Options - canned food, rice, cheese, etc. 4. Pack 2 extra days of food ● In case of weather, emergency, etc.	● no meds, same food, can eat together, do well in an enclosed space together (Besa Pets reserves the right to separate if they feel its best for dogs wellbeing) 4. We can not accept dogs in heat 5. Must be atleast 16 weeks to board
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Changes To Boarding Stay

1. All changes to shorten stay must be made by time of drop off to avoid full charge
- Change made to shorten stay after drop off will still be charged for full stay
2. Extending a stay is based on availability
- If unavailable, you must have plan to pick up
 - Additional charges may apply

Toys + Bedding

1. Acceptable Toys
- Benebones, Nylabones
 - Stuffed animals (if safe for your pup and they do not eat/destroy them)
 - Outside Toy (if doing playtime add-on)
 - Biscuit style treats and soft treats
 - Soft dental treats
2. Not Accepted Toys
- Edible Bones (rawhide, bully sticks, collagen bones, any chew that needs supervision)
 - No Squeaker toys
3. We do not accept outside bedding or blankets for sanitary and cleaning purposes

Required Trial Day

1. All New Dogs must complete a trial day prior to being aproved for overnight boarding
- This is to allow your dog to become familiar with the team, new environment and make sure that we are a good fit for for your dog to do overnight boarding
 - This is based on availability
2. Requirements

Late Drop off/Pick Up + Fees + Cancellation Policies

1. We keep a schedule for our boading dogs, staying open late to accomadate a late drop off/pickup messes up our team and dogs schedule
2. We do not offer out of hours pickup or drop off
- You will have to have someone drop off or pickup for you and/or wait until next available open

- Must be good with new people
 - walking past other dogs
 - No excessive signs of anxiety
 - No Fence scanning
 - No signs of aggression or fear based aggression
3. If Team feels unsure from first trial day, we may require another to make a final decision
 4. If approved we may recommend doing a dayboard to continue to allow your dog to get to know the team + environment

hours

- If we are available to stay open for an additional 15 minutes, you will be charged \$60 per dog and it will be marked on your file that you had a late pickup/drop off
 - If you continue to be late/marked down, we may be unable to accept future boarding stays
3. Cancellation Policy
 - We do not charge for cancellations
 - If you have multiple cancellations within 48hrs we may not be able to accommodate future stays

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