



## **POLICIES AND PROCEDURES**

### **We are unable to accept the following breeds due to insurance reasons:**

Pit bulls, Staffordshire terriers, rottweilers, presa canarios, wolf-hybrids, cane corsos, chows or any mix thereof.

Also, we typically are not able to accommodate dogs over 100 lbs.

### **Dogs over 9 months of age must be neutered/spayed.**

### **Coming to Green Doggie Home Boarding**

**Important: Please give us a call or text to let us know when you are on your way. Denise's cell is (818) 517-1472.**

- When you arrive at our home, either Alan or Denise should be outside waiting to meet you. If not please call (818) 517-1472 and we will come right out. (The dogs will serenade the neighborhood if the doorbell rings or someone knocks at the door).
- If you wish to come for a meet and greet, please give us as much advance notice as possible. We can't guarantee that we will be able to show you the house if you call last minute. Generally we are not able to show the house during holidays or at times when we have a lot of dogs.
- We do not allow prospective clients or existing clients to drop by unannounced. We will do our best to accommodate last minute requests but please call before you come.
- Please give your dog the opportunity to go potty at home before coming to our house. This helps introductions go more smoothly.
- All dogs **MUST** be leashed upon arrival.
- Please make absolute certain that your dog does not have fleas or ticks and is free of communicable diseases.
- In order to maintain a healthy living environment, we ask that you give your dog a bath before his vacation at Green Doggie. If we are not comfortable with a dog's state of hygiene, we may have him bathed by a mobile groomer at your cost.
- Please do not feed your dog food that may cause soft stool just before coming.

### **Location**

We are at the north end of Granada Hills, north of the 118 off Balboa Blvd. Take Balboa to Orozco. Turn into the residential area. Go 2 blocks to Courbet Street and turn right. Then make another right on Courbet Ln. We are at the end of the cul de sac on the left.

**13151 Courbet Ln, Granada Hills, CA 91344**

### **General Rate Info**

Boarding rates are based on a 24 hour period and include walks, playtime, eco-friendly boarding accommodations, 2 meals/day of owner provided food, complimentary healthy treats, round the clock supervision, and basic medication administration as needed. A swim session or hike may be added for \$10 (weather permitting).

Photo updates are a complimentary part of the boarding service however please understand that our priority is caring for the dogs so photos are posted as time allows. During busy periods, you may not see pics until after your dog's boarding stay is finished (if your dog is here for a short time).

Please note that one "night" of boarding is considered 24 hrs from the time you drop off. As such, **the day of pick up may be charged as a daycare or by the hour depending on when your dog is picked up.** We allow a grace period of up to 4 hrs on pick up day for boarding stays of 5+ nights. We are happy to accommodate your dog if you need to pick up later than expected however anything over the 4 hr grace period will incur an additional fee.

**Overnight boarding (24 hours): \$65\***

**Daycare (up to 12 hours): \$50\***

**Add swim/hike: +\$10**

**Hourly rate: \$10 (2 hr minimum. No swim or hike)**

**Photo session (approx 1 hr+ travel time): \$75-\$100 (Prints and photo products available for purchase).**

\*Puppies < 1 year: +\$10/day

\*Dogs over 80 lbs: +\$10/day

\*Dogs with special needs may be charged an additional fee if a substantial amount of extra time is required for their care. We reserve the right to adjust the rate after your dog's first visit if we encounter problems with the dog. **We do not accept puppies under 4 months of age, aggressive dogs, dogs with marking, submissive peeing, excitement peeing or incontinence issues, or dogs who are not fully potty trained.** (We do not use pee pads in the house).

### **Holiday rates**

A \$10 increase will apply for the following holiday periods:

**2017**

01/01 - 01/02	New Year
04/14 - 04/17	Easter
05/26 - 05/29	Memorial Day
06/30 - 07/04	4th of July
09/01 - 09/04	Labor Day
11/20 - 11/26	Thanksgiving
12/18 - 12/31	Christmas

For **professional grooming services**, we recommend **DOGS etc.** in Newhall. <http://www.dogs-etc.com/>

### **Payment**

New Clients: Payment is required at the time of drop off.

Regular Clients: Payment for services rendered will be paid upon check-out.

We accept the following forms of payment:

- Cash
- Check (Please make check out to Denise Cueba)
- Chase QuickPay (Send to Denise Cueba, [greenoggie@earthlink.net](mailto:greenoggie@earthlink.net))  
<https://www.chase.com/online/digital/quickpay.html>
- Venmo (Send to Denise Cueba) <https://venmo.com/>
- Square Cash [http://cash.me/\\$greendoggie](http://cash.me/$greendoggie)

### **Paperwork**

If we do not already have your **Client and Pet Information Form** and **Service Agreement** on file, please submit your [Client and Pet Information Form](#) online and bring your signed service agreement.

### **Vaccination Records**

(We can verify health records with your vet's office over the phone if you do not have them on hand).

We require proof of current **Distemper, Parvo, and Rabies**. Alternatively, we will accept titer tests signed by your

vet. A note about Bordetella: **Please do NOT vaccinate your dog for Bordetella intranasally (sprayed through the nostrils) immediately before coming. If your dog has just received the Bordetella vaccine intranasally, you will need to wait at least 2 weeks from the time of vaccination before coming.** (Does not apply to the injection form of the Bordetella vaccine). Neither form of the vaccine offers full protection against kennel cough. The vaccine itself will sometimes cause dogs to experience flu like symptoms and additional side effects. There is always a chance that your dog could get sick, with or without the vaccine. By signing your service agreement, you are accepting this risk and agree not to hold us responsible if your dog becomes ill.

### **Fecal Test**

Adult dogs: Annual fecal exam (negative)  
Puppies < 1 yr: Negative fecal exam within last 6 months

### **Please bring the following items for daycare/boarding:**

Secure collar

\*Dogs who are difficult to manage on leash should bring some sort of walking aid e.g. prong collar, gentle leader, or easy walk harness.

\*A martingale no slip collar is required for dogs who are able to slip out of regular collars.

Standard leash (No retractables please)

Food

It is recommended that dogs stay on their regular diet while boarding. Please pack **the appropriate amount** of food for your dog's stay in zip lock bags or an air-tight container labeled with your dog's name.

### **Optional Items:**

Medication and/or supplements as needed.

Treats

We will provide complimentary treats with your permission however you may bring your own if you like. We offer a variety of natural and organic dog treats made by companies that do not use ingredients that come from China.

### **Do NOT Bring:**

Toys

We provide safe, non-toxic toys. (Teething puppies may bring a nylabone-like chew toy if needed. No fabric toys).

Bed or mat

We will provide a comfortable place for your dog to sleep (non-toxic dog bed, couch etc.).

Crate

We have a small, med, and large crate available for dogs who prefer to sleep in a crate.

Chews

For safety reasons, we do not allow bully sticks, raw hides, pig ears etc.

Bowls

Retractable Leashes

Please remove poop bag holders, bells, flashlights and other non-essential items from your dog's leash/collar.

## Green Doggie Home Boarding Service Agreement

For the purposes of this Agreement, the terms "pet" or "pets" refer to all pets belonging to Owner who utilize services at Green Doggie Home Boarding, either now or in the future.

I \_\_\_\_\_ am entering into this agreement on this date of \_\_\_\_\_ with Denise Cueba and Alan Cueba in order for them to care for my Pet(s) and I agree to all of the terms listed below.

1. I attest that I am the sole owner of the Pet(s) or the agent of the owner with the owner's permission to care for the Pet(s).
2. As a new client, I agree to pay the applicable service rates in effect on the date my Pet checks in to Green Doggie Home Boarding and to pay for any additional services I request during my Pet's vacation at Green Doggie Home Boarding at the time of check-out. Once I become a regular client, payment for services rendered will be paid upon check-out.
3. I am aware of Green Doggie Home Boarding's cancellation policy outlined below and agree to pay the stated fee if I should cancel less than 48 hours prior to the scheduled start date of service. (*Cancellations made less than 48 hours prior to scheduled start date may be charged a cancellation fee of up to 25% of the total reservation cost*).
4. I understand that extra services such as taking my Pet to the vet, transporting my Pet to the groomer and bathing my Pet at Green Doggie Home Boarding are **NOT** included in the boarding/daycare rate. In the event that my Pet should require any extra services, I agree that I am financially responsible all Green Doggie Home Boarding fees and expenses incurred by Denise Cueba or Alan Cueba for my Pet's care. If my Pet is transported to or from Green Doggie Home Boarding, I hold Denise Cueba and Alan Cueba harmless in the event of injury or accident during transportation.
5. I understand that I am expected to provide Green Doggie Home Boarding with sufficient food for my pet during his vacation. If I do not provide sufficient food, I agree to pay the price per meal for food provided by Green Doggie Home Boarding.
6. I understand that my pet must be leashed and wearing a secure collar when we arrive at Green Doggie Home Boarding. For safety reasons, collars are removed during playtime however dogs must wear a properly fitting collar on all outings.
7. I entrust Denise Cueba and Alan Cueba with the care of my pet and understand that they will take the utmost care to keep my pet safe and free of harm. However, I understand that this is a cage-free facility and if my dog participates in interactive daycare/boarding activities, there is some risk of injury and illness. Despite all dogs being screened for temperament and health, dogs are not always predictable and the unexpected may occur. I recognize that the benefits of an interactive play group are valuable to my dog and I accept the potential risks. I agree to pay all veterinary and medical expenses incurred as a result of injury or illness caused by my dog. I also understand that if my dog goes on hikes or walks, Denise Cueba and/or Alan Cueba will take every precaution to keep my dog safe but it is still possible for my dog to encounter ticks, fleas, foxtails, rattlesnakes, dogs off leash, rough terrain, and other elements found in nature that could pose a threat to my dog. To the maximum extent permitted by law, I hereby (a) release Denise Cueba and Alan Cueba from any and all liability for any injury or illness suffered by my pet or any damage or harm my pet may have caused while in Denise Cueba or Alan Cueba's care, except to the extent such illness or injury or damage is the result of Denise Cueba or Alan Cueba's negligence or intentional misconduct and (b) agree not to initiate any legal proceedings against Denise Cueba or Alan Cueba with respect to such released claims.
8. **VET RELEASE:** Denise Cueba and Alan Cueba are authorized to seek veterinary care in the event of an emergency. I grant Denise Cueba and Alan Cueba permission to take any and all steps necessary to obtain medical treatment for my Pet, releasing them from any and all liabilities relating to transportation, treatment, and expense. I assume full responsibility for any and all charges incurred therewith, including but not limited to diagnosis, treatment, grooming, medical supplies, boarding and transport fees. I understand that service at my Pet's veterinarian may not be feasible in the event of illness or injury and further consent to any professional veterinarian being retained to render care for my dog.
9. I agree to provide clear and detailed instructions for any care I require in my absence (e.g. feeding, medicating, and exercise) as well as authorize Denise Cueba and Alan Cueba to carry out these instructions to the best of their ability. In the absence of such information, I entrust Denise Cueba and Alan Cueba to make the necessary decisions without holding them responsible for these.
10. I agree to provide proof that my Pet is current on the following vaccinations: Rabies, Distemper and Parvo. Puppies < 1 year must also provide documentation of a negative fecal exam within the last 6 months. I attest that my Pet has not had fleas, parasites, worms or been exposed to Rabies, Distemper, Bordetella, or any other communicable disease within 90 days prior to commencement of services. I also attest that my pet is current on a flea preventative and agree to bathe and check my pet carefully to make sure he is flea-free before bringing him to Green Doggie Home Boarding. If fleas are found on my pet upon arrival, I understand that Green Doggie Home Boarding will NOT be able to accommodate him and I agree to pick up my pet immediately. If

fleas are found on my pet after a hike or walk, I understand that Denise Cueba will either give my Pet a flea bath at my cost or hire a mobile groomer to flea bathe my pet. I will reimburse Denise Cueba for all fees paid to the groomer including 18% tip.

11. I understand that California laws regarding animal abandonment and liability are in effect.

By signing this agreement and leaving my Pet with Green Doggie Home Boarding, I certify the accuracy of all the information I have provided to Green Doggie Home Boarding relating to my Pet. I have read, understood and accepted this agreement and agree to be bound by its terms. This agreement shall remain valid for current and future service, with the exception of any agreed to changes in services, fees, frequency or total number of visits.

Pet Owner Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Pet Owner Name: \_\_\_\_\_ Pet Owner Contact Number: \_\_\_\_\_

