



THE BOARD HOUND: Registration Form

CLIENT INFORMATION:

Name (First & Last): _____

Street Address: _____

City, State: _____ Zip Code: _____

Cell Phone: _____ Alternate Phone: _____ Work
 Home

Primary Email: _____ Secondary Email: _____

Emergency Contact: _____ Phone: _____ Cell
 Home / Work

Emergency Contact's Email: _____

How did you hear about us: _____

PET INFORMATION:

Dog's Name: _____ Birthday (mm/dd/yyyy): / /

Breed: _____ Color(s): _____

Vet Name: _____ Phone: _____

Sex: Male Female Is your dog spayed or neutered? Yes No

Please list any health concerns (including food allergies): _____

Does your dog interact with other dogs off leash? Yes No

Has your dog ever bitten a person or another dog causing injury? Yes No

If yes, please describe the situation: _____

Do you give us permission for a RoofTop Play™ evaluation? Refer to item 30 on p. 6 for details. Yes No

ADMINISTRATIVE USE ONLY:

PASS / FAIL Entered by: _____ Evaluated by: _____ Filed by: _____



THE BOARD HOUND: Policy Overview

1. Age: All dogs must be at least 10 weeks old at the time of their evaluation/consultation.
2. Spay/Neuter Status: All dogs in our facility over the age of six (6) months must be spayed or neutered.
3. Vaccines & Veterinarian Status: The owner must provide up to date copies of their dog's vaccine records showing that Rabies & Distemper vaccines are current. Rabies is not required for dogs under the age of 16 weeks. Bordetella & Canine Influenza vaccines are recommended, but not required. If your dog is vaccinated for Bordetella, it must be given at least 48 hours prior to participating in daycare or boarding. We require all dogs be in good standing with their vet, and be in good health, in order to attend daycare. All updated vaccines and relevant health information should be emailed or faxed to The Board Hound as this information is updated.
4. Health: For the health and safety of all the dogs in our facility, we ask that you do not bring your dog to our facility if s(he) is showing any signs of illness including, but not limited to, cough, vomiting, diarrhea, and fatigue. If your dog begins showing symptoms of illness after drop off, they will be isolated at The Board Hound's discretion and you may be called to come pick up your dog. In addition, for the safety of all our dogs and staff, we require your dog's nails be appropriately trimmed. The Board Hound reserves the right to provide nail trims and charge the account for the cost of the service.
5. Evaluation Status: An initial evaluation or consultation and at least 4 hours of daycare participation is required prior to being enrolled into daycare or boarding. The requirement is free of charge and must be completed prior to scheduling his or her first boarding stay. Furthermore, each dog must attend daycare or boarding at The Board Hound at least once every 6 months in order to maintain their status as daycare and boarding participants. Participation in a scheduled full or half day of daycare will be required in order to make a boarding reservation if it has been more than 6 months since the dogs' last visit and will be subject to the daycare rate.
6. Collars: For the dogs' safety, we will provide all dogs with a quick release collar while in our facility.
7. Daycare hours: Mon - Fri 7 am to 7:30 pm; Saturday & Sunday 9 am to 7 pm. Daycare Dogs can be picked up or dropped off at any point during these hours.
8. Boarding Hours: Mon - Fri 6:30 am to 8 pm; Saturday & Sunday 9 am to 7 pm. Boarding dogs can be picked

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up or dropped off at any point during these hours. However, it is highly recommended and encouraged to drop your dog off before 6 pm on the day of drop off.

9. Overnight hours: During the overnight hours, an overnight staff is always present. However, they are not permitted to take in dogs, release dogs, or unlock the building for any reason. This is for safety and security reasons. Please do not attempt to pick up or drop off your dog during the overnight hours.
10. Early Drop-Off & Late Pick-Up: Early drop off (6:30-6:59 am) Monday through Friday will incur a \$15 fee (\$10 per additional dog), per occurrence. Late Pick up (7:31-8 pm Mon-Fri) will incur a \$20 fee (\$15 per additional dog), per occurrence. Early Drop-off is complementary for boarding dogs and Unlimited Monthly Daycare Package holders. Late Pick-up is complimentary for boarding dogs only. We do not offer Early Drop-Off or Late Pick-Up on weekends or holidays. It is understood that if a dog is not picked up by close, The Board Hound will take the necessary means for the further care of the dog by The Board Hound at the owner's expense.
11. Daycare Rates: Full Day Daycare: \$37; Full Day Daycare (additional Dog): \$32; Half Day Daycare: \$27 per dog.
12. Standard Daycare Packages: 05-day Package: \$180; 10-day Package: \$350; 15-day Package: \$510; 20-day Package: \$660; 30-day Package: \$960. A discount of \$5 per day is applied to the second dog for Additional Dog Packages. Standard Daycare Packages are all full day packages, they do not expire, and they cannot be applied to boarding visits.
13. Unlimited Monthly Daycare Packages: Unlimited Monthly Daycare: \$630. Unlimited Monthly Daycare (Additional Dog): \$600. Only Monthly Unlimited Daycare Packages are applied to boarding visits (see #17 below) and expire 30 days after purchase.
14. Boarding Rates: \$62 per night for the first dog, \$52 per night for each additional dog. Daycare is included for stays of two or more nights.
15. One-Night Stay Boarding Rates: Dogs staying only one night will be charged a max rate of \$89 (\$27 for each day of daycare, \$35 overnight) for the first dog, and \$74 (\$22 for each day of daycare, \$30 overnight) for each additional dog. Daycare is not included for one-night stays. If your dog is dropped off after 5pm and/or picked up before 10 am you will not be charged for daycare on applicable days.

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16. **Extended Stay Rates:** We offer extended stay discounts for stays of 8 or more nights. Please contact us for more information.
17. **Boarding with Unlimited Monthly Daycare Packages:** A boarding rate of \$35 per night, and \$30 for additional dogs is applied. Unlimited Daycare Packages are always applied the daycare portion of boarding.
18. **Grooming Services & Rates:** Standard bath: \$35; Deluxe Bath (All-Natural Shampoo): \$40; Nail trim with bath: \$10; Nail trim only: \$15.
19. **Payment:** Full payment for service is expected on the day services are rendered. Visa, Master Card, American Express, Discover, and check are all accepted. In addition, we require each account with us to have a credit card on file for the convenience of all our boarding and daycare customers. If payment is not rendered at check out, your credit card will be charged automatically.
20. **Daycare & Boarding Reservations:** Reservations are required in advance for all daycare and boarding stays, 7 days a week. All daycare and boarding reservations must be made in advance via email to reservations@theboardhound.com. We are able to make daycare and boarding reservations up until the day of service so long as space allows. All reservations are made on a first-come, first-serve basis until we have filled up for the specific dates. Unlimited Monthly Daycare Package holders will have automatic standing daycare reservations all days that we are open for daycare for the duration of the package. All standard daycare package users may schedule daycare for their dog at any time or may opt for standing reservations, if requested. Non-package holders can make daycare reservations up to 7 days in advance. Reservations for boarding can be made at any time. Daycare and boarding availability are updated on our webpage in real time. Please visit theboardhound.com to view this availability.
21. **Holiday Deposits:** If a boarding reservation falls on any date listed on our holiday schedule as closed, it will require a non-refundable holiday deposit of \$50, per dog. All reservations requiring a holiday deposit must be cancelled within 7 days of the holiday in order to receive a credit to be applied to future services. If the reservation is cancelled within 7 days of the holiday, the deposit will be forfeited.
22. **Daycare Reservation Cancellation Policy:** You must cancel all daycare reservations by 5 pm the day before the date of the scheduled service. Any daycare reservations cancelled after 5 pm will be subject to a \$27 late cancellation fee. If you are an Unlimited Daycare Package holder, the daycare cancellation policy does not apply.

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23. Boarding Reservation Cancellation Policy: There is no penalty for cancelling non-holiday boarding reservations.
24. Holiday Boarding Cancellation Policy: A holiday deposit in the amount of \$50 will be required per holiday boarding reservation, per dog. All reservations cancelled within seven (7) days of a holiday will forfeit the deposit. If the boarding reservation is cancelled at least seven (7) days prior to the holiday, the amount for the deposit will be applied to future services. Applicable holidays are listed on our holiday schedule (also see item #25 below for the list of holidays).
25. Holiday Schedule & Daycare Closures: New Year's Day, Martin Luther King Day, Presidents Day, Memorial Day, 4th of July, Labor Day, Columbus Day, Thanksgiving Day, and Christmas Day are the holidays that affect our daycare and boarding schedules. For days that we are closed for daycare, all standing reservations will be automatically cancelled. We will be open 9 am to 7 pm for boarding drop-off/pick-up all days we are closed for daycare per the posted holiday schedule. These schedules are updated each year. Please view our complete list of daycare closures for the current year on our webpage.
26. Holiday Surcharges: All days that we are listed as closed for daycare will incur a Holiday Surcharge of \$10 per night for each boarding stay, but will not exceed \$50 for each stay. Additional dogs boarding will receive a \$5 Holiday Surcharge per night for each boarding stay, but will not exceed \$25 for each stay.
27. Inclement Weather Policy: In the event of inclement weather, our hours of operation will be from 9 am to 7 pm. For late opening, notification will be provided at theboardhound.com by 5:30 am EST. If inclement weather develops, or is predicted to occur, notification of early closure will be provided at theboardhound.com by 12 pm EST. In extreme circumstances, daycare operations may be limited. In all cases, there will be manager on site from 6:30 am to 8 pm, and an overnight attendant on site from 8 pm to 6:30 am, at minimum. If you need to pick-up/drop-off your dog before 9 am or after 7 pm on these days, early drop-off and late pick-up fees will apply for daycare and boarding.
28. Food: We recommend bringing your dog's own food while boarding with us. It is required when providing your dog's own food that each meal individually packaged, per dog, and please label each bag with the dog's name. Treats are welcome, but please do not provide treats that pose a choking hazard (i.e. rawhide, etc.). Treats can be included with the meal or bagged separately as a snack. If you choose not to provide food for your dog, house food will be provided at \$2 per meal.

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29. **Bedding & Belongings:** Each boarding suite contains an elevated cot, and The Board Hound will provide bedding to boarding dogs upon request. It is encouraged to take advantage of this complimentary service, but if you plan to bring belongings, please limit these belongings to one (1) small blanket/towel, and one (1) chew toy/bone per dog. For safety reasons we will not accept plush toys, dog beds, or comforters. We also have a limited amount of space to store belongings so we will also not accept multiple toys, large/bulky bedding, or food & water bowls. For all holidays and holiday weekends (see holiday schedule) we will not accept any belongings for boarding unless prior approval has been obtained.
30. **Rooftop Play:** RoofTop Play at The Board Hound is a privilege for dogs that are appropriate during all aspects of RoofTop Play, and only if they enjoy participating in RoofTop Play. If at any point your dog starts to display inappropriate behaviors while participating in RoofTop Play, they will be removed immediately. Furthermore, for safety reasons, if your dog is less than 10 lbs., young in age, senior in age, and/or brachycephalic, they may not be considered for participation in RoofTop Play. The Board Hound reserves the right to determine whether your dog is appropriate for RoofTop Play. Considering factors include: preexisting injuries, arousal levels, age, weight, breed, and external conditions such as weather. These factors can change on a day-to-day basis, but we will always prioritize safety. RoofTop Play may be operated on a seasonal basis. Weather conditions can affect the operational status of RoofTop Play at any time.
31. **Rest Time:** A mandatory rest time for dogs during daycare hours is not widely enforced. However, please understand that we will provide rest time to any dog, daycare or boarding, for which rest is necessary. This is for the safety and health of your dog and all the dogs in our care.
32. **Photography:** It is understood that by participating in services offered by The Board Hound it is hereby agreed to allow The Board Hound to use photographs or images taken of any dog in print form or otherwise for publication and/or promotion. All images are property of The Board Hound and will be used as needed only by The Board Hound.
33. **Medical Release:** It is mutually understood that in the event of a medical emergency, that The Board Hound, possibly at its sole discretion, is authorized to seek immediate attention of a licensed veterinarian. The Board Hound is authorized to seek medical attention for any dog at Caring Hands Animal Hospital of Arlington, Shirlington Animal Hospital, or VCA Alexandria Animal Hospital. It is further understood that financial responsibility for any medical treatment any dog(s) receive(s) as a result of a medical emergency while attending any services provided by The Board Hound, is the responsibility of the dog's owner.

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34. Risk: It is understood that there are risks and benefits associated with group socialization of dogs. It is agreed that the benefits outweigh the risks in most cases and that risk is accepted. Play and all other aspects of The Board Hound is closely monitored. However, that does not always guarantee the prevention of injury or illness. By attending daycare or boarding at The Board Hound, that risk of injury or illness resulting in minor or serious outcomes is acknowledged and excepted.
35. Damages: It is understood that any harm or damage caused while participating in services provided by The Board Hound is the sole responsibility, financially or otherwise, of the offending dog's owner.
36. Liability Waiver: By participating in services provided, it is understood that The Board Hound, their owners, staff, partners, and volunteers, will not be liable, financially or otherwise, for injuries to any dog, injuries to persons on the premises, or damages to any property or belongings while participating in any services provided by The Board Hound. The Board Hound is released of any liability of any kind arising from a dog's participation in any and all services provided by The Board Hound.

I agree to and understand the policies stated above and I further understand that these policies and prices are subject to change without prior notification.

Print Name:

Dog's Name:

Signature:

Date: