



CLIENT INFORMATION:

Owner's Name: _____ Additional Owner's Name: _____

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: _____

Are you, or your spouse, Active Duty Military? Yes No

How did you hear about us: _____

Primary location: Shirlington Old Town

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 RoofTop Play™ / Outdoor Play evaluations? Yes No



Contact, Hours, and Location Information

Shirlington Location:

3520 S Four Mile Run Dr.
Arlington, VA 22206

shirlington@theboardhound.com

phone: 703-382-9143
fax: 866-924-1480

Daycare Hours:

7am – 7:30pm Monday – Friday
9am-7pm on Weekends & Holidays

Boarding Drop-off Hours:

6:30am – 6:30pm Monday – Friday
9am-7pm on Weekends & Holidays

Old Town Location:

133 S Peyton St
Alexandria, VA 22314

oldtown@theboardhound.com

phone: 703-382-9143
fax: 866-924-1480

Daycare Hours:

7am – 7:30pm Monday – Friday
Closed on Weekends & Holidays

We do not have boarding at our Old Town location.

*All dogs will be transported to Shirlington at 8pm to be checked into boarding. Appropriate fees will apply.

Evaluation & Status Requirements

Age: All dogs must be at least 10 weeks old at the time of their evaluation/consultation.

Spay/Neuter Status: All dogs in our facility over the age of six (6) months must be spayed or neutered.

Vaccines & Veterinarian Status: The owner must provide up to date copies of their dog's vaccine records showing that Rabies, Distemper, and Bordetella vaccines are current. Titer testing is also accepted. Rabies is not required for dogs under the age of 16 weeks. The Canine Influenza vaccine is recommended, but not required. If you wish to have any vaccines waived for medical reasons, or otherwise, please contact us to discuss those policies and options. Dogs who are vaccinated for Bordetella must be vaccinated at least 48 hours prior to participating in daycare or boarding. The Bordetella vaccine does not protect against other upper respiratory infections. Please consult with your vet for information on these illnesses. 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.

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/or fatigue. If your dog begins showing symptoms of illness after drop-off, they may be isolated at The Board Hound's discretion, in these cases you will 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.

Evaluation & Enrollment 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 with The Board Hound at least once every 6 months in order to maintain their active status as daycare and boarding participants. Participation in a scheduled full or half day of daycare at our Shirlington location 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.

Continuing Evaluation: All dogs are continuously evaluated while participating in daycare and boarding activities. Behavioral changes are monitored and may result in your dog's removal from group play, temporarily or permanently, as we see fit. Any behavioral concerns will be addressed with the dog's owner(s).

Operational Information & Action Items

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 shirlington@theboardhound.com and oldtown@theboardhound.com, respectively. 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 reached capacity for any date. 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/reservations to view this availability.

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.



Boarding Reservation Cancellation Policy: There is no penalty for canceling non-holiday boarding reservations (See holiday information regarding cancelation policy for holiday reservations).

Collars: For the dogs' safety, all dogs will be provided with a quick release collar while in our facility.

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 be individually packaged, per dog, and please label each bag with the dog's name. A bagging fee of \$2 per meal will be added if meals are not individually packaged. 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.

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.

Inclement Weather Policy: In the event of inclement weather, our hours of operation will be from 9 am to 7 pm at both locations. 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 may apply for daycare and boarding.

RoofTop Play (Shirlington) & Outdoor Play (Old Town): RoofTop Play/Outdoor Play at The Board Hound is a privilege for dogs that are appropriate during all aspects of RoofTop Play/Outdoor Play, and only if they enjoy participating in RoofTop Play/Outdoor Play. If at any point your dog starts to display inappropriate behaviors while participating in RoofTop Play/Outdoor 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/Outdoor Play. The Board Hound reserves the right to determine whether your dog is appropriate for RoofTop Play/Outdoor 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/Outdoor Play may be operated on a seasonal basis. Weather conditions can affect the operational status of RoofTop Play/Outdoor Play at any time.

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.

Boarding Drop-off hours: It is required that your dog be dropped off between 6:30am and 6:30pm, Monday through Friday, for boarding, unless other arrangements have been made in advance. This applies to drop off at both our Shirlington and Old Town (if transport is requested/scheduled) locations. Weekend and holiday hours are 9am-7pm for boarding drop-off.

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.

Daycare & Boarding Pricing

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 valid 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. For security reasons, we do not accept cash payments. All daycare packages are non-refundable, non-transferrable, and cannot be applied to boarding stays.

Daycare Rates: Full Day Daycare: \$39; Full Day Daycare (additional Dog): \$34; Half Day Daycare: \$27 per dog.

Standard Daycare Packages: 05-day Package: \$190; 10-day Package: \$370; 15-day Package: \$540; 20-day Package: \$700; 30-day Package: \$1020. A discount of \$5 per day is applied to the second dog for Additional Dog Packages. Standard Daycare Packages are all full day packages, and they cannot be applied to boarding visits and will expire 1 year after purchase. Standard Daycare Packages can only be applied at one location and cannot transfer.

Unlimited Monthly Daycare Packages: Unlimited Monthly Daycare: \$690. Unlimited Monthly Daycare (Additional Dog): \$660. Only Monthly Unlimited Daycare Packages are applied to boarding visits and expire 30 days after purchase. Old Town Unlimited Monthly Daycare Packages will be applied to weekend daycare and boarding at Shirlington as needed. Old Town packages cannot be applied to the Shirlington location on weekdays.



Boarding Rates: \$65 per night for the first dog, \$55 per night for each additional dog. Daycare is included for stays of two or more nights. Extended stay discounts are applied to stays of 8 or more nights. Please contact us for more information.

One-Night Stay Boarding Rates: Dogs staying only one night will be charged a max rate of \$92 (\$27 for each day of daycare, \$38 overnight) for the first dog, and \$77 (\$22 for each day of daycare, \$33 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.

Boarding with Unlimited Monthly Daycare Packages: A boarding rate of \$38 per night, and \$33 for additional dogs is applied. Unlimited Daycare Packages are always applied to the daycare portion of boarding.

Add-ons & Pricing

Grooming Services: Standard bath: \$35; Deluxe Bath (All-Natural Shampoo): \$40; Nail trim with bath: \$10; Nail trim only: \$15; Self-Wash: \$20. We do not offer brushing, haircuts, anal gland expression, or mat removal services.

Early Drop-Off: Early drop off (6:30-6:59 am) Monday through Friday will incur a \$15 fee (\$10 per additional dog), per occurrence. We offer early drop off at our Shirlington and Old Town locations. Early Drop-off is complimentary for boarding dogs and Unlimited Monthly Daycare Package holders.

Late Pick-Up: Late Pick up (7:31-8pm Mon-Fri) will incur a \$26 fee (\$21 per additional dog), per occurrence. 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 8pm, The Board Hound will take the necessary means for further care of the dog at the owner's expense. This includes transportation from Old Town to Shirlington for boarding.

Transportation Service: The Board Hound will provide transportation from our Old Town location to our Shirlington location for boarding as requested, or if late pick up does not occur by 8pm. This service must be scheduled in advance and will incur a fee of \$20 per transport, per dog. All boarding dogs must be picked up from our Shirlington location. We do not offer transportation from Shirlington to Old Town.

Walks: Walks are offered as an add-on service to daycare and boarding stays as requested. Walks are \$10 each for a 10-minute walk. Walks can be accommodated up to 4 times per day and are administered at 7am, 11am, 3pm, and 7pm at the owner's request.



Holiday Deposits & Holiday Information

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 \$65 for the first dog, and \$55 for each additional dog. Deposits are applied to the boarding stay invoice at checkout.

Holiday Boarding Cancellation Policy: All holiday deposits are non-refundable. Holiday reservations canceled within seven (7) days of the reservation start date will forfeit any paid deposit. If the boarding reservation is canceled at least seven (7) days prior to the reservation start date, the amount for the deposit will be applied to future services. Applicable holidays are listed on our holiday schedule.

Holiday Schedule & Daycare Closures: New Year's Day, Martin Luther King Day, Presidents Day, Memorial Day, 4th of July, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day are the holidays that affect our daycare and boarding schedules on and the around the date of the holiday. For days that we are closed for daycare, all standing reservations will be automatically canceled. 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 for both locations. Please view our complete list of daycare closures for the current year on our web page.

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.

Permissions & Understanding of Risk

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 other-wise for publication and/or promotion. All images are property of The Board Hound and will be used as needed only by The Board Hound.

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.



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, including death, is acknowledged and accepted.

Damages: It is understood that any harm resulting in veterinary care or damage caused to property while participating in services provided by The Board Hound is the sole responsibility, financially or otherwise, of the offending dog's owner.



Release of Liability

Release of Liability: 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 in all pages of the registration form and I further understand that these policies and prices are subject to change without prior notification.

Print Name: _____ *Dog's Name:* _____

Signature: _____ *Date:* _____

ADMINISTRATIVE USE ONLY:

Evaluation Date/Time: _____

PASS / FAIL Entered by: _____ *Evaluated by:* _____ *Confirmation email:* _____

Evaluation & Trial Day Notes: