



# Facility Policies

## General Policies

- Clients are responsible for being informed of company policies prior to checking their dog(s) in for services at Metro Paws.
- Clients are required to update all personal information with us as it changes.
- Clients are not allowed past the swinging doors in the store labeled “employees only” without being accompanied by a staff member.
- Clients are not permitted behind the wooden half-doors in the store or allowed to open the vinyl runs in the store. We understand that clients are happy to see their dogs and a staff member will retrieve your dog from the runs for you as soon as possible.
- Cash, Check, VISA, or MasterCard are the only acceptable forms of payment at Metro Paws.
- Reservations are required for all boarding, training, and grooming services. During busy times, grooming and bathing services may not be available. Clients bring in dogs for any service other than daycare without a reservation may be charged a service fee of \$5.00.
- All dogs here for any service are required to be wearing a non-choke, non-slip, and non-pinch collar with an attached name tag. We will provide all dogs without a collar and name tag with one at the owner’s expense. The charges are \$10.00 for a name tag and \$15.00 for a collar.
- While we do not charge late fees for late pick-ups, we do close at 6:30pm on the weekdays and 4:30pm on the weekends. Any dogs not picked up by those times will be boarded for the night and will be available for pick up the next day at 12:00pm or later. Standing boarding rates will apply for dogs that are not picked up on time. If standard runs are not available, then higher boarding rates may apply.
- Metro Paws is a social kennel. As a result all dogs must pass a scheduled behavior evaluation prior to receiving services at Metro Paws. Dogs that have not been in our facility within the past year may be required to be re-evaluated prior to receiving services at our facility.

## Health and Safety Policies

- All dogs must be on a leash or in a crate and under control at all times while they are in the Metro Paws facility. Please allow a staff member to gain control of your dog before releasing control of your dog. Our staff is not allowed to let dogs off lead so that they can run to your car. If you do not have a lead, a staff member will be happy to help you to your car.
- Clients are required to provide us with the name and phone number of any person that the client wants to be an authorized pick up for your dog. We reserve the right to refuse to release a dog to anyone that is not listed in our computer system. Any extra costs incurred as a result of this action are the responsibility of the client.
- All dogs will us for any service are required to be up to date on all vaccinations as specified by the clients Veterinarian. The client is also responsible for providing Metro Paws with an up to date paper copy of the vaccination history either by fax at 704-335-5673 or in person. If vaccines are not current, we reserve the right to deny service to those clients to ensure the safety of all our clients’ dogs.



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- Clients are responsible for keeping their dog(s) on flea and tick preventative. Any flea and tick infestations that may occur are the responsibility of the client to treat. If we need to treat a flea infestation while the dog is here then the client will be responsible for paying the cost of the treatment.
- Minor nicks, cuts, scrapes, and hot spots will occasionally occur in a social kennel like Metro Paws. If moderate to severe injuries occur, the affected dog will be taken to Long's Animal Hospital and the client will be notified of the situation and any applicable related costs.

## Holiday Policies

- Metro Paws is closed to the public on some holidays. We still have staff caring for the dogs that are here for those holidays but no daycare, grooming, training, or boarding pick-up/drop-off services are available. The following is a list of holidays that we are closed to public:
  - Thanksgiving Day
  - Christmas Eve
  - Christmas Day
  - New Years Eve (open for AM shift only)
  - New Years Day (open for PM shift only)
  - Easter
  - Memorial Day
  - Independence Day
  - Labor Day
- Forty-eight hours notice needs to be given for cancellation of holiday boarding dates. Any date within five days of the above listed holidays is considered a holiday boarding date. Clients not complying with this policy will be responsible for paying for one night of boarding in the area of your reservation regardless of whether or not the pet stayed with us.
- Daycare may not be available close to any of the above listed holidays. Due to the great volume of dogs staying with us at these times, daycare may not be available up to five days before and after the holiday.

## Boarding and Daycare Policies

- House food is not included in the price of daycare. Clients that want their dog to eat while in daycare should bring a single serving bag of their dog's food with them. This will be fed at break time, around 2:30pm.
- A full day of daycare is anything over five hours and a half day of daycare consists of five hours or less. Clients that leave their dog on a half day daycare package for more than five hours will be charged an additional \$5.00.
- Nutro Ultra Adult is the house food here at Metro Paws. We also provide Nutro Lamb and Rice for dogs with sensitive stomachs. All dogs boarding with us can eat these foods at no additional cost.
- Owners wishing to bring their own food are welcome to do so but some guidelines do



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need to be followed:

- There should be one bag, or container, of dry dog food for every meal each individual dog will eat. There is a bagging fee of \$2.00 per dog per day for owner dog food that has not been pre-bagged.
- Wet food is also welcomed as long as it is in the original unopened container. Please specify in writing how much wet food should be given per feeding.
- Human grade food can also be accommodated as long as it is in resealable containers. Refrigeration is available for all human grade and wet foods. Please let us know if this service is required.
- Dogs boarding with us are fed around 7:30am and 2:30pm. Any dogs that arrive for boarding services after 7:30am will not receive breakfast here; they should be fed before they arrive. Likewise, any dogs arriving after 5:00pm, or 3:30pm on the weekends, will not be fed until the next morning; they too should be fed before they arrive.
- Medications are always welcome at Metro Paws and refrigeration is available for medications that require it. We do require that you bring a note saying exactly how much of each medication should be given and how often it should be given.
- Bowls, toys, and non-digestible bones and chews will not be accepted for any dogs receiving services with us. These items can be lost, damaged, and can cause conflicts between dogs that have toy aggression issues.
- Edible chews and treats are welcome for all dogs staying with us but they will not be returned. Only chews and treats that dogs can consume in one night should be brought, and only enough to last the extent of their stay.
- Raised Kuranda beds are provided for all dogs that stay with us; however clients may bring one bed or blanket per dog while they board with us. We discourage towels as they get mixed up with our bathing towels and may not be returned. The bedding must be labeled with the dog's name. All bedding brought in without a dog's name on it will be labeled with a permanent marker by our staff upon their arrival.
- Crates can be brought for dogs that prefer to sleep in them. The crate will be placed in the run with the door left open for the dog to use as it desires. Any bedding that will be needed with the crate should be included in the crate. The crate counts as the dog's one bed or blanket.
- Complimentary basic baths are given to all dogs staying five nights or more. Dogs staying with us less than five nights may receive a basic bath for \$20.00. A basic bath consists of shampooing, rinsing, drying, and a quick brush out. This does not include dematting. Clients should request a Spa Bath if dematting is required. Basic baths are only available to dogs that are boarding with us.
- Advance notice needs to be given for changes in pick-up dates and times. Additional charges may be incurred as the result of last minute changes. If your dog is bathed as scheduled on Monday and you call us to change the date to Tuesday and want the dog bathed on Tuesday, the bath on Tuesday will be a separate charge. Likewise, for dogs receiving complimentary baths, owners that do not provide us with sufficient notice of a change in their pick-up date or time may have to forfeit the free bath their dog would have received.
- Special shampoos may be provided by clients for dogs receiving bathing or grooming services. No reduction in cost will be provided because of this action.