

**Chinook Winds Canine Resort**  
**Policies & Procedures**  
**Jan. 1<sup>st</sup>, 2019**

Please read the follow policies and procedures carefully and contact us with any questions you may have. By signing our Agreement & Waiver and boarding your dog with us, you agree to all these policies and procedures.

**Booking**

- All bookings require a 25% non-refundable, non-transferrable deposit, per kennel being booked. No bookings are secure until the deposit has been received. We cannot “tentatively” book any dates in anticipation of dates changing. If your dates change after booking, the deposit for any cancelled days is considered forfeit and will not be put towards your final bill.
- Prior to your dog’s first boarding stay, please contact your regular vet and ask them to add Lee-Ann Hillier and Katie Manning as authorized persons to make appointments for your dog.
- Please ensure prior to your dog’s drop off date that the application and vaccine record we have on file for them is up-to-date.
- All female dogs 6 months or older must be spayed prior to coming for boarding or daycare.
- All dogs must be current on a flea & worm preventative while staying with us. Please ensure your dog will be covered for their entire stay. If they will require a dose during their stay, bring it with them.
- We do not allow visits from friends or family during your dogs stay, as this upsets the dogs.

**Drop Off & Pick Up**

- All drop offs and picks ups are by appointment only, at pre-scheduled times. Weekday drop off is 8-9AM or 1-2PM, and weekday pick up is 8-9AM, 1-2PM, or 5-6PM. Weekend drop off is 9-10AM, and weekend pick up is 9-10AM or 5-6PM. There are no drop offs or pick ups on holidays. All drop off periods are subject to change at any time.
- If your schedule absolutely necessitates a drop off or pick up outside of these hours, we may be able to accommodate dependant on our schedule. Drop offs and pick ups outside regular times will incur a \$20 fee per occurrence. We cannot accommodate any drop offs after 2PM.
- Dogs dropped off or picked up late will incur a \$5/15-minute late fee. Dogs who are continually dropped off or picked up late may no longer be able to board with us or attend daycare.

- When at all possible we request that you let us know your drop off and pick up times at the time of booking to allow us to book other dogs around your dog. If these times change, please let us know immediately.

### **What to Bring**

- Bring a generous amount of your dog's food (more than they will need for their stay) in a resealable bag or air-tight container. There is a \$20 fee for dog food pick up in the event we run out and need to pick up more food for your dog. Please do not bring any bowls or scoops unless your dog eats out of a slow feeding bowl. If you are feeding raw, please have all meals portioned out into individual bags/containers. Kibble does not need to be individually portioned.

- You may choose to bring a blanket from home, but we also can supply blankets as well. We do not accept any beds with stuffing.

- You may choose to bring chew toys for your dog, however, our experience has been that dogs rarely if ever play with toys while in their kennel. We do not accept any toys with stuffing.

- Treats should be in a resealable bag or airtight container.

### **Non-Social Dogs (Aggressive/Reactive/Not Friendly with All Dogs)**

- We accept non-social dogs on a case-by-case basis only. While we try our hardest to allow for exercise in the yard for all dogs, our priority is always the main group of social dogs, and we cannot guarantee when, how often, or for how long we will be able to exercise dogs who cannot be out with the main group for any reason.

### **Dogs Sharing a Kennel**

- At the owner's discretion, we can house dogs from the same household together in one kennel, dependant on the size of the dogs and kennel availability at the time of booking. We reserve the right to separate dogs being kenneled together if kennelling them together causes problems.

- All dogs are fed in their kennels. If two or more dogs are sharing a kennel together, they must be able to eat safely together without supervision. If you anticipate any issues with the dogs eating together, they must be kenneled separately for their boarding stay. We cannot separate dogs just for feeding times, and we cannot directly supervise dogs in their kennels during feeding times.