

1.0 Objective

Kate's K9 Care policy is issued in the spirit to protect the health, safety & the well-being of our fur-baby clients as well ensuring peace of mind for all people including dog owners, staff and Kate.

We appreciate your trust and collaborations to ensure a positive experience for your fur baby.

2.0 General

This policy applies to all services offered by Kate's K9 Care.

Intake Form is required before services can be offered.

It is required that all clients read these policies and sign our Intake Form and fill in a Grooming Card Form before you drop off your fur-baby.

Our facility will only allow people pre-authorized in the Intake Form to pick up your fur baby. Without an explicit authorization from the pet owner, we will not release your fur-babies to people we don't know.

3.0 Vaccination and Health Disclosures

Our facility only accepts fur-babies who have been fully vaccinated and treated *annually* for Flea and Tick diseases.

We must be informed of any pre-existing conditions to prevent all dogs in our care from being exposed to contagious illnesses & parasites.

Proof of vaccinations and seasonal flea and tick treatments must be uploaded within your INTAKE Form.

- **Vaccinations** required:
 - Rabies
 - Distemper
 - Bordetella
 - Parvovirus

- **Medications**
 - When necessary, must be clearly labeled with instructions for the facility to administer as prescribed.
- **Flea and Tick**
 - proof of treatment is required annually before April 30th
 - for new clients, must be part of the Intake Form information

4.0 Knowing your fur baby's behavioral assessment

Upon meeting your fur baby and reviewing your Intake Form, our facility will be equipped to determine your pet's special needs and his or her compatibility with other dogs in our care.

We will assess safety and determine at the beginning of our relationship if the facility can accept to service your dog.

5.0 Registrations

All services you require must be booked in advance.

Short notice bookings will be accommodated based on availability.

- **Dog belongings:**
 - Personal items like toys, beds and blankets should not be brought to our facility if they cannot be shared with all our dogs.
 - The facility is not responsible for lost, dirtied or damaged items.
 - On a best effort approach, our team will notify the dog owners if something happens to your dog's items.
- **Food:**
 - Dog owners should provide a meal, if their pet will be at Kate's K9 Care! facility during the fur-baby's normal mealtime.

- **Pick-Ups:**
 - Only dog owners and pre-authorized people will be allowed to leave with your dog.
 - Please remember to include the authorized friends or family members in your family on the Intake Form.
- **Special Groom Requests:**
 - When filling out the Grooming Card, owners should communicate any specific cut or their preferences before the groom is performed.

6.0 Supervision DURING GROOMING and Standard of Care at Kate's K9 Care

When breaks are necessary from the grooms, I divide the dogs in my care (on any given day) for rest time and offer appropriate toys based on their size differences and their behavioral assessment to ensure compatibility with other fur babies.

We are there to ensure supervision during our business hours. In the rare occasions, when the dogs may be unsupervised for very short periods of time, a camera system is used to monitor the dogs who will be left tethered on leashes, in cages or left in a safe zone for a short period.

7.0 Dog Behavioral Management

At Kate's K9 Care facility we believe in proper handling and respecting all our animals. However, any behavior we deem as aggressive or potentially harmful behavior will not be tolerated & immediately managed by the facility, as we believe are required reasonable precautions.

The facility reserves the right to refuse service if a dog's behavior poses a risk to other dogs and/ or humans.

- **During Grooms:** for dogs that exhibit extreme behavior
 - If the facility deems it unsafe to proceed with a safe groom, owners will be notified, & alternative solutions may be suggested.
 - The appointment will be considered cancelled

8.0 Service and Late Fees

Our website discloses estimated fees.

All fees for specific services will be discussed and confirmed, by text or email, in advance of your service appointment.

Fees must be paid in advance, except for Grooming Services.

For any need to cancel your services without incurring a cancellation fee, we require a 48-hour notice for services.

i. Method of Payment

- o E-transfers or Cash

ii. Cancellations:

- o No fee if notice is given within 2 days
- o A cancellation fee of \$ 30 will be charged when less than 48 hours notice.

9.0 Planning for Health Care and Emergency Situations

At our facility we exercise care to ensure the well-being and safety of all our dog clients. In order to help us maintain the highest standard of care in the event of an incident (*e.g. an illness, change of health status, minor accident, emergency situation or another unforeseen situation*) please support us as per below.

On our part, we will endeavor to inform all pet owners as soon as reasonably possible about an incident.

Pet owners are encouraged to:

i. Emergency Contacts:

- ✓ Always ensure we have your up-to-date contact information and your emergency contact's as well.

ii. Protocols with regards to health care

- ✓ Always offer our facility as much information as possible in your Intake Form regarding your pet's health status.

iii. Veterinary Care

- ✓ Always ensure to communicate with our facility if you update your dog's veterinary service provider after you fill in your INTAKE Forms.

The entire team at Kate's K9 Care facility extends its sincere appreciation to all our clients for their trust in us. We are grateful for the opportunity granted to us for the hours of joy we have as we service your fur babies.