

Please read and familiarize yourself with our pet boarding policies below.

First-Time Clients

We do not require an evaluation for boarding because the pets we have in our care vary on any given day. As a small facility with personal attention for each pet, we will determine on a daily basis who we believe your pet can play with. We base this on a number of factors, including size, age, play style and more.

If your pet isn't friendly with other pets, there's no need to worry! He will still get lots of outdoor playtime with our staff. There's also no need to be concerned if your pet is one of the "restricted" breeds. We do not breed restrict and will take any pet (even those who are "in-tact") as long as they are not aggressive towards people.

Please read, completely fill out and sign the form for each pet being boarded. Forms will be given during check in time at our facility.

Fill out the Medication Intake form if your pet is on any medications or vitamins / supplements that you would like us to administer while your pet is in our care. (Note that we cannot administer injectable medications.)

Reservations

All boarding stays are by reservation. A full payment is required when booking your boarding reservation.

Boarding Cancellations

Boarding reservations may be cancelled at any time, however a 50% of the payment is refundable only if you cancel at least 7 days before your scheduled arrival date, unless we're able to re-book the reservation.

Vaccinations

All pets must have a current vaccination record on file. Rabies, DHPP, Bordatella, and Canine Influenza vaccines must be current according your vet's records. Fecal exams must be current within six months. Heartworm exams must be current within a year and pets must be on a heartworm preventative. We will accept titers for all vaccines except Bordatella and Canine Influenza. Pets must also be on a flea / tick preventative.

Grooming Service

Any dog entering the kennel with fleas and/or ticks will be charged a RM60 bathing fee in addition to the cost of the bat and dip, which will be added to the boarding bill. We highly recommend a bath and/or grooming before your pet's departure from our kennel due to the amount of play time everyone receives. Please inquire about our bathing and grooming services.

Extremely dirty or matted dogs will be groomed before entering the kennel and the charge will be added to the boarding bill.

Boarding Check-in / Check-out

Check-in is any time between 8am and 5pm Monday through Friday, and 10am to 3pm on Saturdays, Sundays and holidays. Pets checking out must be picked up by 5pm. Pets who are not picked up by 5:30 will be boarded for another night at their current nightly rate.

Payments

While we accept all major credit cards and cash as forms of payment, we require a credit card to be on file. All boarding charges (minus any applicable deposits) must be paid in full at the time you drop off your dog. Any late checkout fees will be charged upon checkout. We do not issue refunds for early departures.

What to bring

Please ensure that your pet is wearing a quick release collar. If you don't have one, in most cases, we'll have one for your dog to borrow. If possible, please bring your dog's food, pre-packaged in disposable bags, correctly portioned for each meal. Label meals if there are any differences in the meals. We're happy to accommodate dogs who are on a raw or other special diet.

Bring any medications, vitamins, or supplements, in the original bottle if at all possible. We're able to give oral and topical medications only. There is no charge for dispensing medications. You may bring bedding as long as it's clean, is machine washable and has your name on it in permanent marker. You may also want to bring an article of your clothing. If your dog has a favorite chew toy, you may bring that as well as long as it's not a squeaker toy. Please do not bring any rawhides or other toys that may be a choking hazard, or food bowls. Any questions, just ask!

We are not responsible for lost or damaged items.

Holidays

We reserve the right to close the lobby on public holidays. On days when the lobby is closed, we are still staffed and boarding dogs may be picked up between the hours of 10am and 3pm.