

Planet Pooch Policies

Cancellation Policy

We have a 24 hour cancellation policy. If you cannot attend a scheduled visit, please notify us by noon the day before. For a Monday visit, this means by noon the previous Friday. A late cancellation or no show will result in a charge for that day.

Late Policy

Please be prompt about picking up your pal at the end of the day. Our late fee is \$1/minute for each minute after the pick up times. If you are 30 or more minutes late, your pooch will be boarded overnight with us for an additional \$30.

Holiday Surcharge Policy

There will be an additional charge of \$25 on New Years Day, Thanksgiving Day and Christmas Day.

Food/Medication Policy

We will feed and/or medicate your pooch at no additional charge. All you need to do is separate each meal for the day into separate plastic bags and label them with your dog's name, your last name and AM or PM. Bins to drop off food are located near the sign in book. We cannot store food or medications unless your dog is boarding at the time, so do not bring more than one day's supply.

Collar/Name Tag Policy

All dogs must wear a soft quick-release collar with a name tag. Leather or cloth is fine: no metal collars. A dog without a name tag will have a tag made for a \$10 fee, with or without notice.

Reservation Policy

Reserve your pooch's visit as far in advance as possible. Space is on a first-come, first-served basis, so it pays to plan early. It also helps if you have set days (i.e. every Monday, Wednesday and Friday). If you have set days, you need to let us know at least 24 hours in advance for any schedule changes or you will be charged for missed days. Please don't assume that we'll stop booking you if you run out of days in your pack. Let us know or we'll keep holding a spot for you and we'll charge you for those missed days when you renew.

Partial Day Policy

Partial days are offered on a space-available basis and may not be reserved in advance. To request a partial day visit, call for availability after 5:30pm the previous day. Any dog who is at Planet Pooch for a partial day must be picked up by 5pm.

Sick Dog Policy

If your pooch is sick please take him/her to the vet. We reserve the right to refuse a visit if your dog arrives sick or flea-infested. If your pooch becomes sick while here, we will either quarantine the dog until you can pick him or her up or we will take the dog to our vet if we deem it necessary. You will be responsible for any vet bills.

Leash Policy

At Planet Pooch we enforce leash laws. Your dog must be leashed when you drop him/her off and you must have a leash when you pick him or her up.

Discount Package Restriction Policy

When you purchase a multi-visit discount package, those days are not usable for weekend daycare or boarding.

You are also responsible for making sure that any other person who picks up or drops off your dog is aware of all policies.

Signature: _____ Date: _____