

# Action Pack Dog Center

## PACK RULES: Guest Policies & Health Requirements

4 Lake Drive | Round Rock, TX 78665 | 512.341.0229 | FAX: 512.341.9461

### Vaccinations

Action Pack Dog Center guests must have a formal vaccination record from a licensed veterinarian indicating that the vaccinations meet the requirements listed below. Faxes are acceptable. No handwritten records or owner administered vaccinations are acceptable. Action Pack Dog Center will not accept any pets for boarding or daycare that have not had the following vaccinations:

Rabies: Annual or 3 year

DHPP (Distemper/Parvo): Annual or 3 year

Bordetella: Semi-annual (preferred) or Annual. Protects against Kennel Cough.

*Please note: updated Bordetella must be given a minimum of 3 days prior to boarding*

### General Health

All pets must be in good general health to board, train or participate in daycare at Action Pack Dog Center. No pets exhibiting signs of serious illness, pets with contagious viruses, etc. will be admitted. No dog will be admitted for any activity during heat cycle. After a full 21 day term, the female may return to all activities. Any pet known to have been exposed to a contagious virus must wait 30 days or until clearance by a veterinarian is given before coming to Action Pack Dog Center for any service. Violation of this policy is a serious offense that puts other dogs at risk. Therefore, any pet owner who brings a pet to Action Pack Dog Center in violation of this policy shall be liable for all actual damages, which shall include, but not be limited to, veterinary care for all exposed dogs and all loss of revenue and other direct expenses to Action Pack Dog Center. PLEASE PLAY IT SAFE. IF YOU THINK YOUR DOG MAY HAVE BEEN EXPOSED TO ANY CONTAGIOUS VIRUS OR THAT HE/SHE IS NOT FEELING WELL, HAVE YOUR DOG CHECKED BY A VETERINARIAN BEFORE BRINGING THEM TO ACTION PACK DOG CENTER AND BRING A WRITTEN DOCUMENT FROM YOUR VETERINARIAN GIVING CLEARANCE FOR YOUR DOG TO ATTEND ACTIVITIES AT OUR CENTER.

### Parasites

Upon finding any external parasites (i.e. fleas/ticks) on any pet, Action Pack Dog Center will treat the condition at the owner's expense. Pets with internal parasites (i.e. worms) cannot board or attend daycare. If worms are discovered while on Action Pack Property, the pet will be quarantined and the owner will be called for immediate pick up. Once a negative test for internal parasites is confirmed by your veterinarian your pet may return to all activities.

### Booking a Reservation

Action Pack Dog Center does not book a reservation for boarding or daycare without complete client/pet paperwork on file. This includes the New Client Form, The Hold Harmless agreement, and current vaccination records on each pet (vaccination requirements are noted above). Action Pack Dog Center will not "hold" reservations while waiting for complete files.

All Action Pack Dog Center forms can be downloaded from our website [www.actionpackdogs.com](http://www.actionpackdogs.com)

### Boarding Arrival & Departures

Guests may check in or check-out anytime during our regular office hours.

Monday-Friday 7:00am - Noon, 3:00pm - 6:30pm

Saturday 9:00am - Noon

Sunday 4:00pm - 6:00pm

### **Personal Items**

Please label all belongings with your pet's name and/or last name.

### **Medication**

All prescribed medications must be in their original containers with doctor instructions labeled on the outside. Vitamins and over the counter medications can be in a temporary storage container provided that the pet's name, the name of the medication, and dosing instructions are labeled on the outside.

### **Feeding**

At check-in we will ask for detailed feeding instructions. Food may be brought from home, or we can feed our kennel food. We monitor food intake closely and reserve the right to adjust a guest's diet in the event of illness or other special needs. Please inform the staff of any special diet requirements, restrictions or food allergies at check-in.

### **Cancellation Policy**

Although cancellations during non-peak seasons do not incur a fee, as a courtesy we request 72 hours notice to cancel a boarding reservation.

During peak seasons and holidays we require that a credit card be placed on file to hold a reservation. Cancellations during these times must be 2 weeks prior to the arrival date or Action Pack Dog Center reserves the right to charge the client a cancellation fee equal to a two day stay. No-shows and/or repeated cancellations will require a non-refundable deposit in order to book future reservations. A client with multiple no-shows may be denied future reservations.

### **Combining Non-Family Pets**

For pet safety reasons, Action Pack Dog Center does not allow pets from different families to board in the same accommodations.

### **Social Play**

Action Pack Dog Center offers an activity, "group playtime" that encourages social play or play groups for our dog friendly boarding guests. However, in order to participate in group playtime, a temperament evaluation is required. It is recommended that this be scheduled at least 2 weeks prior to boarding. If your dog has not had a temperament evaluation, he/she will not be allowed to participate in play groups.

### **Medical Attention**

Action Pack Dog Center strives to provide a safe, stress-free facility for owners and their pets. However, some pets react differently to new environments and separation from their owners, and there is even some risk that pets in the same family may play roughly and injure one another during boarding and play activities. In non-emergency situations (i.e. continued diarrhea, loss of appetite, etc.), we will contact the owner or owner's designee to discuss the recommended protocol. For emergencies in which urgent care or evaluation appears needed, we will transport the pet to the appropriate animal clinic immediately and then contact the owner. Any costs arising from medical care that are paid by Action Pack Dog Center will be billed to the owner.

### **Abandoned Pet**

In the case of an abandoned pet, Action Pack Dog Center will comply with *Chapter 70 of the Texas State Property Code*.

### **Service Exclusion**

In order to provide for the safety and security of our clients, our pet guests, our employees, and our business, Action Pack Dog Center reserves the right to decline service to any individual or any pet if we so choose.