

IMPORTANT HEALTH & SAFETY NOTICE

Dogs with communicable illnesses or parasites are not permitted to use our services at Unleashed Retreat. We are happy to provide care for injured dogs or those with special medical or health needs when applicable, but for the safety and health of other dogs in our facility, we cannot accommodate dogs with contagious diseases or parasites.

Common illnesses and parasites include, but are not limited to: bordetella (kennel cough), conjunctivitis, and intestinal parasites/worms. Symptoms of illness can include: coughing, vomiting, diarrhea, discharge from the eyes, nose, mouth, and/or visible parasites in the stool. If any dog(s) shows signs of illness while in our care, we will isolate them from the other dogs and the owner will be asked to bring them to the vet for a check up. The dog is welcome to return to Unleashed Retreat only after the vet declares he or she healthy.

If a dog arrives at Unleashed Retreat showing signs of an illness, or if they are actively being treated for a contagious illness or parasites, they are not authorized to stay. This is for the comfort, health, and safety of your dog and all other dogs under our supervision. Please contact us at 713-485-6820 for more information about this policy.

AGE, HEALTH, and VACCINATION REQUIREMENTS

We welcome dogs of varying age, temperaments and activity levels. However, it is important to note that dogs under the age of 5 months are not recommended to attend daycare or stay overnight- as they may not have a fully developed immune system. To further ensure the safety and wellbeing of the pack and our staff members, we require that all dogs are spayed/neutered, as these dogs tend to acclimate the best to the open-play environment.

We require all dogs to be up-to-date on their Rabies, Distemper, Leptospirosis, and Bordetella (kennel cough) vaccines. We also highly recommend the canine influenza vaccine (H3N2/H3N8), but it is not mandatory at this time. We expect all dogs to use Frontline, Advantix, or a similar flea- and parasite-control product, but please do not apply these products on the day your dog attends daycare, as doing so could be unsafe for the staff and the other dogs. We oblige you to provide a copy of your dog's vaccination records prior to their evaluation or initial appointment, maintain their regular vaccine schedule, and keep their documentation current as his/her boosters become overdue in our records. All vaccines must be administered at least 72 hours before their reservation/appointment.

Prior to each visit, please let us know if your dog has any changes to their medical history, pre-existing health issues, or concerns regarding their well-being that would impact the overall enjoyment of their stay. Examples include: injuries, recent surgery/stitches, skin conditions, illness, history of seizures, allergies, etc. We will do our best to accommodate any specific health-related requirements your dog may have, but our facility and staff cannot guarantee any adjustments unless we are notified of such conditions beforehand.

Please do not bring your dog to daycare if he or she is showing signs of illness. Symptoms such as vomiting, diarrhea, rashes, coughing, or discharge from the eyes or nose may indicate an illness that could be contagious to other dogs. If your dog shows signs of illness while at daycare we will transfer them to an isolated area and attempt to notify you (or your emergency contact). It is important that you or an approved caretaker, pick him/her up as soon as possible.

Your dog's health and safety is of the utmost importance to us. In the course of playtime with other dogs throughout the day, minor injuries such as cuts, scrapes, sprains, or bumps may occur. In the event that your dog becomes sick or injured during the day, our staff will provide immediate assistance to ensure his or her safety. Once we have successfully done so, a member of our personnel will then make an effort to contact you

(or your emergency contact), to disclose the situation and will document their efforts/observations in your pet's record.

BEHAVIORAL REQUIREMENTS

At Unleashed Retreat, our pack is made up of many different personalities and energy levels; the majority of dogs under our care are playful, happy, and friendly. We also embrace shy or nervous dogs, as long as they are able to acclimate during their introductory period. Beginning with their temperament test, every dog is given a chance to adjust, and our experienced staff will be able to determine if your dog will be happy here among their new playmates.

We do not allow aggressive or dangerous dogs. We will not tolerate aggressive play, excessive barking, or dominant behavior. Our staff works diligently to maintain a harmonious environment all of our visitors can enjoy. Any signs of aggression toward another dog or person will result in termination of their privileges. We understand many dogs can become over-stimulated or anxious on their first day, which is why we will do our best to help your dog feel happy and relaxed for a fun and delightful experience.

ADDITIONAL INFORMATION

We request that your dog arrive at Unleashed Retreat with a leash, a well-fitted collar or harness, and ID tags. This will enable us to easily bring your dog in and out of the daycare. For safety reasons, pinch, choke, bark, and chain collars are not allowed and will be removed while in our care.

Leaving personal belongings such as toys, blankets, bedding, bowls, & etc., during a reservation is allowed but typically discouraged due to sanitation and orderliness requirements. The facility is not responsible for any items if lost, damaged, or soiled. If any personal property is brought during check-in, you assume all responsibility to confirm their return during check-out. Once you and your pup have left the facility we cannot guarantee the whereabouts of any aforementioned effects, but are always willing to search on your behalf.

If your dog requires feeding during the day, please bring the food in a container labeled with your dog's name and feeding instructions. We are also able to administer most medications as necessary. Please call us for details.

Prepaid daycare packages may not be used for boarding reservations and unused membership credits are non-refundable.

Please do not open the gate or enter the daycare area, as that may become a liability to you, your dog(s), other dog(s), their owners, and our team members; an experienced member of Unleashed Retreat will assist you during check-in.



UNLEASHED RETREAT

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