

THE EMERALD NECKLEASH

DAYCARE & BOARDING POLICIES

Some Emerald Neckleash clients may need a place to stay when their packs are out of town. For some, a private home on Mendum Street which abuts the Arnold Arboretum is a good option for the day or overnight stays.

As this is not a kennel setting, guest dogs are treated like a part of the pack, sleeping on dog beds in the master bedroom at night and hanging out in the living room, kitchen or office during the day. In general, dogs are not crated. (Crates may be available for dogs that specifically need to be crated for medical or other reasons.)

Dogs are not turned out into a yard for bathroom breaks. Rather, they go on leash walks three to four times a day. The length of walks varies according to the dog, but a day of boarding generally includes two to three 15-minute walks and one 25-minute walk. (Daycare includes one walk.) Additional and longer walks are available at an additional fee. Walks throughout the day are in the Peters Hill section of the Arnold Arboretum.

Daycare and overnight boarding dogs are asked to bring their own dog beds to ensure comfort. As you can see **from the adjacent photo, sometimes one's own bed is the best one – not too big, not too small – just right. We've** also found that guest dogs will feel much more secure & comfortable in their own beds – especially the first night with a new pack. However, additional bedding is always available throughout the home.



Dogs are asked to bring their own food as consistency is always important. You are welcome to bring your own bowls, but we can also provide our own.

All dogs must wear a sturdy collar with a nametag and a current rabies tag already attached.

Interview Process

Before dogs are booked for a stay, they are interviewed with the owner at the Mendum Street home for about half an hour. To ensure that the Emerald Neckleash is the best fit for your dog and to make sure we can provide the services each individual dog needs, often

times at the initial interview, a brief daycare stay or a one-night trial sleepover is scheduled before your dog boards for the first time. Our goal is to make certain that an extended stay will be enjoyable for your furry friend. Our regular daycare or boarding rates apply.

All dogs are required to be:

- 🐾 socialized and non-aggressive;
- 🐾 100% house broken. Dogs with medical conditions effecting continence will be assessed on a case-by-case basis. Additional fees will apply for dogs requiring more than three walks/day.
- 🐾 able to be left unsupervised for short periods of time without harming self, others or property;
- 🐾 on a flea/tick preventative such as Frontline; and
- 🐾 up to date on all vaccinations(a record of which must be on file with the Emerald Neckleash at the time of boarding drop off). Vaccinations include:
 - 1) Distemper;
 - 2) Bordetella annually (i.e. kennel cough); and
 - 3) Rabies within three years.

Rates and Payment

- 🐾 Daycare is \$30 per day per dog.
- 🐾 Overnight boarding begins at \$75 per calendar day per dog. All boarding is billed by the calendar day. There is always a full charge for the first and last days of a stay, regardless of drop off or pick up time.
- 🐾 Boarding includes two feedings per day and three to four walks per day. The length of walks varies according to the dog, but a day of boarding generally includes two to three 15-minute walks and one 25-minute walk. Additional and longer walks are available at an additional fee. **To ensure your pet's safety, all walks are on-leash.** Arrangements can be made if your dog requires off-leash exercise in a fenced in area.
- 🐾 Pick up and drop off may be available. There is an \$18 charge for each half hour of travel time.
- 🐾 Payment is due in full at the time of pick up.

Holidays

- 🐾 Additional fees may apply for some holidays. For a list, please see the general policies on the client information page
<http://www.emeraldneckleash.com/clients/clients.html>.

Reservations & Cancellations

- 🐾 To ensure availability, it is recommended that reservations be made well in advance, especially for all services over federal and local holidays.

- 🐾 Current clients whose dogs have boarded previously, click [here](#) or go to http://www.emeraldneckleash.com/clients/boarding_request.asp to request future boarding stays.
- 🐾 We request 24-hour notification for cancellation of all daycare, walking, boarding and all other services. Cancellation within 24 hours of the start of a service will incur a fee. Please see the general policies on the client information page <http://www.emeraldneckleash.com/clients/clients.html> for more detail.

Health and Temperament

The health and safety of all clients is our number one priority. Therefore, every pet must have both a General Information Form and an Emergency Information Form completed prior to all services. **This profile helps us understand your pet's background, personality and special needs** so that we can make his or her experience (including any walking, boarding, or daycare services) as safe and as comfortable as possible. All changes and updates in temperament and health, including any and all incidents of aggression, must be reported to the Emerald Neckleash to ensure we provide safe and complete services to all clients.

All daycare and boarding guests must be in good health and must not have had or been exposed to any contagious illness within a 30-day period prior to their stay. The Emerald Neckleash advises against boarding guests that have a terminal illness and are in the late stages of that illness. Dogs with fleas or dogs that are vomiting, incontinent or have diarrhea may not be suited to board with the Emerald Neckleash. If our home does not **match your dog's temperament or health needs, we** would be happy to work with you to find some alternatives.