

# Policies



PLEASE READ THE IMPORTANT POLICIES LISTED BELOW BEFORE ADMITTING YOUR PET:

## LEASHES

All dogs on the premises must be leashed at all times. If you arrive at the kennel without a leash please leave your dog in your vehicle while you borrow a leash from us. Bring your dog in from your vehicle on a leash. This leash does not need to be left at the kennels. It is also important that the leash be attached to a properly fitted collar.

## FEEDING

Our guests are routinely fed at 7:00am and evening feeding is provided at 4:00pm. Food is served in our dishes, so please do not bring dishes. If you provide food please clearly label with your pet's name.

## FENCE JUMPERS AND CLIMBERS

Clients who board dogs that jump or climb fences must inform us at the time that reservations are made, and again when the dog is dropped off, as special arrangements must be made to house these dogs.

## AGGRESSIVE DOG POLICY

An aggressive dog is defined as a dog that has bitten or injured a human or another dog, and/or growls, bares teeth, lunges or snaps at a person or dog. An aggressive dog will be allowed to be boarded in our kennel; however, the owner of said dog must inform us upon making reservations.

## FENCE FIGHTERS

A fence fighter is a dog that lunges, jumps, and barks at the dogs housed in the adjacent kennels. Fence fighters also grab the fencing with their teeth and stick their noses through the chain links. Sometimes this behaviour is playful and sometimes it is aggressive. When we encounter fence fighters we do the best that we can to control this behaviour. For example, we may limit the dog's freedom or move the dog to another kennel. It is generally not possible to completely eliminate the behaviour; therefore, should a fence fighter break a tooth, scratch its nose, or in any way injure itself, Arthur Road Kennels will not be held liable.

## SICK AND INJURED DOGS

Should any dog become ill or injured while being boarded with us, we will, at our sole discretion, engage the services of client's veterinarian. The owner will be notified if possible, or second contact person. Any expenses incurred as a result of veterinarian services will be billed to the owner, or alternatively, must be paid to our kennel at the time of pickup.

While we make every effort to ensure that our kennel is a safe place for even the most exuberant dog, we will not be held liable in the event that a dog, for any reason, injures itself. All dogs are boarded or otherwise handled or cared for by us without liability on our part for loss or damage from disease, death, running away, theft, fire, injury to persons, other animals or property by said dog, or other unavoidable causes, due diligence and care having been exercised.

The owner agrees to be solely responsible for any and all acts or behaviour of said dog while it is in the care of the kennel.