

# DOGZEN

*Canine Education & Recreation*

## 'POLICIES'

We thank you in advance for taking the time to read and respect our policies.

### Booking

We specialize in small group care and therefore book up quickly. The sooner you book your required dates the more likely it is you will get them, particularly over a Stat Holiday. \*Boarding reservations over a Stat Holiday require a 50% deposit to secure dates.

### Cancellations

If you need to cancel a scheduled hike we kindly ask for a minimum of 24 hrs notice. Otherwise you may be charged for the hike as we can often fill the spot with some advance notice of a vacancy. Boarding cancellations over a Stat Holiday require a minimum 3 weeks' notice. Otherwise it is unlikely we can fill the spot and we may be unable to return your deposit.

### Hikes

Hikes \$27/hike Mon-Fri, 2 hikes daily Pick-up between 9:30 & 1:30pm / drop-off between 12 & 4pm. Time is dependent on which hike group your dog becomes part of. Payment for hikes can be made weekly or monthly in advance. NEW CLIENTS: save money and prepay 20 hikes for \$540 and get 2 FREE! Hike only clients who choose to pay monthly will be invoiced by email in advance, at the end of one month for the upcoming month. Clients who have prepaid packages will be invoiced when package is finished and will be supplied with an excel spreadsheet explanation of hike usage and dates. Payment is always required by or on the day of the hike.

### Boarding

\$55/day

\*Please note that overnight care rates are charged per day, not by the night, and not a 24 hr period as it includes daily hikes (a \$27 value alone). Half days on the first or last day of care can be arranged within reason at a rate of \$35. You will be invoiced before your dog comes to stay with us. Please make payment in advance or upon drop-off of your dog.

### Payment

\*All services require payment in advance, on the day of service.

\*We accept and prefer Cash.

\*We also accept email money transfer to [marg@dogzen.ca](mailto:marg@dogzen.ca).

### Our Basic Expectations

Your dog must have/be:

- FULLY house trained
- Good indoor behavior ie: not destructive, no continuous barking
- 6 months old to join our Hikes & 9 months for Boarding
- Good off leash recall or learning to be off leash
- No history of aggression
- Vaccinated/Titer tested (this can be discussed)

### Customer Service

At DogZen we pride ourselves on our customer service and professionalism. Your feedback is important. Please contact us if you have any questions, concerns or ways to make DogZen better!

