

# V.P Pet Daycare Policies and Procedures

## General Information:

V.P Pet Daycare is owned and operated by Jessy Gautreaux.

Address: 522 Bradley Street Leesville, La 71446 Phone Number: (337) 487-9101

Email: [vp.petcare@yahoo.com](mailto:vp.petcare@yahoo.com)

Business Hours: Open Monday - Friday 7:00 A.M to 12:00 P.M and 2:00 P.M to 6:00 P.M

Boarding Drop off and Pick Up Times: 7:30 A.M to 11:30 A.M and 2:30 to 5:30 P.M

The hours of operation are to ensure staff has adequate time to provide a safe and clean environment for all pets in our care.

Holidays: We are open for boarding during the holidays. There is no daycare or pick up/ drop off services available on major holidays including New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas day.

Evacuation Protocol: In case of emergency, V.P Pet Daycare is equipped with 24 hour surveillance and fire alarm system. Should an evacuation be necessary, all owners will be notified to pick up their pets as soon as reasonably possible. Pets unable to be picked up, V.P Pet Daycare will provide reasonable services depending on the situation. V.P Pet daycare is not responsible for injury or death that occurs as a result of natural weather occurrences for pets that remain in our care.

Emergency Services: V.P Pet Daycare does not provide veterinarian services. In case of a emergency, pets will be brought to Beall Animal Clinic Address: 153 Par Road 160, Leesville, LA 71446 phone number: (337) 239 -2435 or to the nearest emergency veterinary clinic.

Intake Procedures: First time joining us for doggie daycare or pet boarding we require a enrollment form and complete a trail day at daycare. We require to have all paperwork turn in 72 hours prior to there trail day.

Please note that all vaccines must be administered by a licensed veterinarian. The rabies vaccine is required by the law for all dogs and cats. All pets approved into our doggie daycare and boarding program must stay current on all required vaccines. It is the parents responsibility to keep there pets records up to date. Records can be emailed to us at [vp.petcare@yahoo.com](mailto:vp.petcare@yahoo.com). Dogs: Rabies, DHLPP, Parvo, Bordetella, and canine influenza.

Cats: FVCRP, Rabies and Leukemia. Dogs and Cats must be spayed(Female)/Neutered(Male) after 8 month of age.

All prescription medications and supplements should be provided in original containers. We will follow the instruction prescribed by veterinarians. Please DO NOT mix medication in food.

Peak times and holidays boarding stays require a \$25.00 deposit. The deposit need to be paid before we will hold the kennel for your pet(s).

All pets must be in good general health to board and/or daycare at V.P Pet Daycare LLC.

V.P Pet Daycare is an indoor-outdoor facility, your dog will have freedom to play inside and outside throughout the day. All of our kennels are located inside the building. We have central air unit as well as fans to help keep your babies comfortable while staying with us. Any pets entering the kennels with Fleas/Ticks will be charged \$25.00 bathing fee in addition to the cost of bat and dip, which will be added to the boarding bill. Extremely dirty or matted dogs will be groomed before entering the kennels and the charge will be added to the boarding bill.

V.P Pet Daycare takes great care in researching and providing the best treats and food for your fur babies while staying with us. We always consult with owners at drop off to any new/pre-existing conditions to best determine what best treats/food should be given. If a reaction does occur please makes sure to let us know within a 24 hours from your visit. All medical expenses for vet care, due to the reaction will be covered by the owner. Late Pick Up/Drop Off: Owner's will be charged \$15.00 for any drop or pick up that occurs after 6:00 P.M. If pets are not picked up prior to 6:15 they will be

placed into overnight boarding and you will be charged for the stay as well as the late pick up fee. For your convenience, we accept Visa, MasterCard's, Debit Cards, Google and Apply pay, Cash and checks. Prices are subject to change without notice.

Grooming: All dog's coming in for grooming or being groomed while staying with us are required to be current on all required vaccines and it is the parents responsibilities to bring us a copy of there records as well as keep there records with us up to date with us. Records can be emailed to us at [vp.petcare@yahoo.com](mailto:vp.petcare@yahoo.com)

Accidents are rare but do occur while working with dogs and grooming tools. Our tools are sharp and although we use extreme caution in all situations, possible risks including nicks, cuts, scratches and quickening of nails can occur. In most cases, this is when a pet is wiggling around. In the circumstance that an accident does occur. V.P Pet Daycare will contact you immediately to notify of the accident.

V.P Pet Daycare holds the right to refuse services at any point during the grooming process. If your dog becomes too stressed or becomes dangerous to groom we will stop grooming services immediately. Our main focus is to keep pets and groomers safe. The client will be charged a grooming fee at the groomers discretion.

V.P Pet Daycare takes great care in researching the best products on the market for your fur babies skin and coat health. We always consult with owners at drop off to any new/pre-existing conditions that would determine specific product use. If a reaction does occur please make sure to let us know within 24 hour from your visit. All medical expenses for vet care, due to the reaction will be covered by the owner. Matted dogs with severely matted coats require a significant amount of extra attention. Mats cause the coat to grow tight and pull on/damage the skin. It can restrict blood flow and be a breeding ground for parasites unseen to the naked eye. V.P Pet Daycare will not cause unnecessary stress to your pup by trying to "de-mat" them. Severe matting can only be humanely removed by doing a low cut and last measures would be shaving. Removing a severely matted coat holds it own list of potential issues

including nicks, cuts, scrapes, hematomas, etc. Moisture can be trapped under matting as well revealing an abundance of skins problems. In some severe cases, dogs can even exhibit behavioral changes after removal. Prevention is the best defense against matting, regular appointments every 6 - 8 weeks is recommended.

Please provide a minimum of 48 - hour cancellation/rescheduling notice. Failure to do so will result in a equal to 50% of the reserved service amount. We provide a 72 hour courtesy text message reminder in a advance for your convenience. We do understand “ life happens ” and all these fees will be at groomers discretion to the circumstance. No shows or cancellations on the day of grooming appointment will be charge 100% of the reserved service amount. Clients who have previous infractions will be asked to pre-pay their future appointments in full. In order to rebook with us all fees must be paid in full.

# V.P Pet Daycare Enrollment Form

**Daycare / Boarding / Both**      **Date of Application:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Completed trail date** \_\_\_\_/\_\_\_\_/\_\_\_\_      **Approved / Not Approved**

## **Owner(s) Contact Information:**

Owner Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_ Driver License #: \_\_\_\_\_

State: \_\_\_\_\_ Email: \_\_\_\_\_@\_\_\_\_\_

Work Number: \_\_\_\_\_ Cell Number: \_\_\_\_\_

Owner Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_ Driver License #: \_\_\_\_\_

State: \_\_\_\_\_ Email: \_\_\_\_\_@\_\_\_\_\_

Work Number: \_\_\_\_\_ Cell Number: \_\_\_\_\_

## **Emergency Contact Information:**

#1 Contact Name: \_\_\_\_\_

Relationship: \_\_\_\_\_ Phone Number: \_\_\_\_\_

#2 Contact Name: \_\_\_\_\_

Relationship: \_\_\_\_\_ Phone Number: \_\_\_\_\_

### Pet(s) Information:

Name: \_\_\_\_\_ D.O.B/Adopted: \_\_\_\_\_  
Male / Female      Spayed / Neutered      Weight: \_\_\_\_\_  
Breed: \_\_\_\_\_ Body Color: \_\_\_\_\_  
Rabies: \_\_\_\_/\_\_\_\_/\_\_\_\_ DHLPP: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Bordetella: \_\_\_\_/\_\_\_\_/\_\_\_\_ Fleas & Tick Control: \_\_\_\_\_  
Allergies: \_\_\_\_\_  
Feeding Amount: \_\_\_\_\_ Times a day? \_\_\_\_\_  
Dog Food Brand: \_\_\_\_\_  
Medication Name: \_\_\_\_\_ Dose: \_\_\_\_\_  
Time: \_\_\_\_:\_\_\_\_ A.M / P.M      Time: \_\_\_\_:\_\_\_\_ A.M / P.M  
Medication Name: \_\_\_\_\_ Dose: \_\_\_\_\_  
Time: \_\_\_\_:\_\_\_\_ A.M / P.M      Time: \_\_\_\_:\_\_\_\_ A.M / P.M

**Let's Learn about your pet! Please circle all the following that apply or may apply to your pet(s).**

Calm   Hyper   Submissive   Dominant   Rough Player   Runs Away  
Digger   Fence Jumper   Separation Anxiety   Growls @ Strangers  
Toy Possessive   Fears Loud Noises   Dog Aggressive   Poop Eater  
Vocal

**Please circle or highlight all commands your pet is learning or has learned:**

Sit   Down   No   Enough   Quiet   Come   Off   Leave it   Drop It  
Potty   Outside   Kennel   Bed   Wait   Heel   Speak   Wait   Stay  
Have they been boarding or to doggie daycare before? Yes / No

What is their history? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do they have any health / pre-existing conditions? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

Have they been bitten or bitten before? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

Do they have any triggers or fears? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

How do they handle meeting new people or dogs? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

Anything else you would like us to know? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

## Pet(s) Information:

Name: \_\_\_\_\_ D.O.B/Adopted: \_\_\_\_\_

Male / Female      Spayed / Neutered      Weight: \_\_\_\_\_

Breed: \_\_\_\_\_ Body Color: \_\_\_\_\_

Rabies: \_\_\_\_/\_\_\_\_/\_\_\_\_      DHLPP: \_\_\_\_/\_\_\_\_/\_\_\_\_

Bordetella: \_\_\_\_/\_\_\_\_/\_\_\_\_      Fleas & Tick Control: \_\_\_\_\_

Allergies: \_\_\_\_\_

Feeding Amount: \_\_\_\_\_ Times a day? \_\_\_\_\_

Medication Name: \_\_\_\_\_ Dose: \_\_\_\_\_

Time: \_\_\_\_:\_\_\_\_ A.M / P.M      Time: \_\_\_\_:\_\_\_\_ A.M / P.M

Medication Name: \_\_\_\_\_ Dose: \_\_\_\_\_

Time: \_\_\_\_:\_\_\_\_ A.M / P.M      Time: \_\_\_\_:\_\_\_\_ A.M / P.M

**Let's Learn about your pet! Please circle all the following that apply or may apply to your pet(s).**

Calm   Hyper   Submissive   Dominant   Rough Player   Runs Away  
Digger   Fence Jumper   Separation Anxiety   Growls @ Strangers  
Toy Possessive   Fears Loud Noises   Dog Aggressive   Poop Eater  
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**Please circle or highlight all commands your pet is learning or has learned:**

Sit   Down   No   Enough   Quiet   Come   Off   Leave it   Drop It  
Potty Outside   Kennel   Bed   Wait   Heel   Speak   Wait   Stay



Have they been boarding or to doggie daycare before? Yes / No

What is their history? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_.

Do they have any health / pre-existing conditions? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_.

Have they been bitten or bitten before? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_.

Do they have any triggers or fears? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_.

How do they handle meeting new people or dogs? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_.

Anything else you would like us to know? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_.

# Consent & Waiver Form:

This agreement shall apply to all boarding and daycare visits by your pets to V.P Pet Daycare. Please read and initial every point to indicate you have read and understand each point. If you have any questions please contact us via email at [vp.petcare@yahoo.com](mailto:vp.petcare@yahoo.com) or call / text us at (337)-487-9101

Owner(s) Name: \_\_\_\_\_

Pet(s) names/breeds: \_\_\_\_\_

- I. \_\_\_\_\_ I (Owner) represent that I am the legal owner of the above named pet(s) and I assume all risks, dangers, and responsibility for injuries to the named pet(s). Owner understands and agrees that owner is solely responsible for any harm while owner's pet(s) is/are attending daycare or boarding.
- II. \_\_\_\_\_ We love to post pictures and videos on Facebook, our website, and/or in magazine ads. Owners agrees to allow V.P Pet Daycare LLC to use owner's pet's name and any images or likeness of owners pet taken while he/she is at V.P Pet Daycare LLC, in any form, for use at any time, in any media, marketing, advertising, illustration, trade or promotional materials without compensation, and owner release to V.P Pet Daycare LLC all right that owner may possess or claim to such image, likeness, recording, etc.
- III. \_\_\_\_\_ Owner further understands and agrees that owners pet's are healthy and will at all times while attending V.P Pet Daycare LLC. Have current vaccinations for Rabies, DHLPP, and Bordetella. Owner is not enrolling any dog that has any condition that could potentially jeopardize the health of other dogs or staff and has not had any potentially communicable condition within 30 days prior to enrollment.
- IV. \_\_\_\_\_ All dogs must be flea/tick free. Should a dog observed to have fleas or ticks, a flea/tick bath treatment will be applied and charged to

the owner at the rate of up to \$50.00 depending on severity and size of pet.

- V. \_\_\_\_\_ All pets must pass a general behavior assessment in order to attend dog-dog group play, doggie daycare or boarding. No dog may be admitted to group play, doggie daycare or boarding who shows any signs of any type of aggression. Owner further understands and agrees that in admitting Owner's pet(s) in/are in good health and have not harmed, shown aggression, or exhibited any threatening behavior towards any person or other dogs. Any dog demonstrating aggression or other behavior deemed unacceptable by V.P Pet Daycare LLC staff will be required to leave daycare/boarding.
- VI. \_\_\_\_\_ Owner understands and agrees that during normal dog play, owner dog(s) may sustain injuries. V.P Pet Daycare LLC staff monitors dog play to best avoid injury, but scratched, punctures, torn ligaments, and other injuries may occur despite the best supervision. Owner further understands and agrees that neither daycare/boarding nor any of its employees, staff or volunteers will be liable for any illness, injury, death and/or escape of Owner's pet(s) provided that reasonable care and precaution are followed, and owner hereby release V.P Pet Daycare or volunteers of any liability of any kind whatsoever arising from or as a result of Owner's pet(s).
- VII. \_\_\_\_\_ Owner understands that Owner is solely responsible for any harm, including to any other pet(s), to the employees or invitees of V.P Pet Daycare, or equipment, facilities, or other property of V.P Pet Daycare, caused by Owner pet(s). Owner also agrees that V.P Pet Daycare shall not be responsible or liable for any lost or damaged personal property belonging either to owner or owner's pet(s).
- VIII. \_\_\_\_\_ When boarding overnight, owner agrees that it is the owner responsibility to leave adequate supply of food and medication for owner's pet(s) during the entire time owner's dog is cared for by V.P Pet Daycare. Should the food/medication supply need replacement, owner

authorize to purchase replacement and owner will reimburse V.P Pet Daycare for the actual food and medication cost plus up to \$25.00 time/distance trip fee (per occurrence).

- IX. \_\_\_\_\_ Owner agrees to V.P Pet Daycare to obtain medical treatment including anesthesia. Owner agrees to be fully responsible for the cost of any such medical treatment and for the cost of any transportation for the purpose of such treatment. Owner gives permission to V.P Pet Daycare to use Beall's Animal Clinic 153 Par Road 160 Leesville, LA 71446
- X. \_\_\_\_\_ Owner understand special-needs pet(s), young puppies / kittens, and senior pet(s) naturally have a higher risk of injury, stress-relate illness, weakened immune system, exacerbation of any pre-existing condition. As such, by using our facility for daycare or boarding the owner is waiving any claim for injury or illness experienced condition by owner's dog while in our care.
- XI. \_\_\_\_\_ Owner elderly pet (approaching the end of life) need to know if in the event owner's pet(s) passes on while in our care, our policy is to transport owner's pet to owner's vet (within 15 miles) where he/she will be held until owner can be reached by the vet for further instructions. If owner's vet is closed or outside of transportation distance, then we will transport to the nearest facility. Trip charge will apply based on time/distance.
- XII. \_\_\_\_\_ Grooming expense to be paid if owner's pet(s) nail are too long and causing breaking of skin or deep scratches to staff volunteers, and/or other dogs. Nail trim cost up to \$20.00. In addition, if owner's pet(s) happens to soil their fur we will bathed them at owner's expense.
- XIII. \_\_\_\_\_ Payments are due and payable at the end of each boarding visit, doggie daycare is due weekly or bi-weekly. Payment may be made in checks, cash or card. Please note that there will by a 3% convenience fee.

XIV. \_\_\_\_\_ Cancellation / No – Show Policy: Cancellations must be done 72 hours prior to reservation date. If cancellation notice is less than 72 – hours an amount of two night stay will be invoiced.

XV. \_\_\_\_\_ Owners agrees that if owner pet(s) is/are not picked up by closing time of 6:00 P.M, than owner hereby authorized overnight boarding proper for pet(s) and to pay V.P Pet Daycare for applicable overnight boarding charge plus any charge for required food.

XVI. \_\_\_\_\_ Owner agrees that if pet(s) are not picked up by closing time (6:00 P.M) but before 6:15 P.M they will be charged the late fee of \$25.00.

XVII. \_\_\_\_\_ V.P Pet Daycare reserves the right to refuse admittance to any pet(s) or dismiss any pet(s) that does not meet or maintain the health, temperament, or other daycare/boarding standards. The determination shall be made at the sole discretion of V.P Pet Daycare.

XVIII. \_\_\_\_\_ Owner agrees and understands the policies and procedures set in place for V.P Pet Daycare. Owner also agrees that he/she will abide by V.P Pet daycare rules, policies, procedures and any other requirement V.P Pet Daycare set places. Owner also understands and has read the policies and procedures.

XIX. \_\_\_\_\_ Owner further understands and expressly agrees that each and every of the foregoing provisions contained in paragraphs 1-19 shall be in force and effect and shall apply to each and every occasion on which owner's pet(s) stays with V.P Pet Daycare for daycare, extended boarding, grooming or other services, as the case may be. This agreement shall remain in full force and effect the parties until and unless otherwise cancelled or superseded by a writing sign by all parties. Owner hereby certifies that owner has read and understands this wavier and release of liability and the regulations set forth above, by signing this agreement, owner agrees to be bound by its terms and conditions

Pet(s) Name(s): \_\_\_\_\_

Owner(s) Signature: \_\_\_\_\_

## V.P Pet Daycare Evacuation Policy

According to Louisiana State Legislation (Act 615), all animal related businesses must have an evacuation plan on file and available to clients as needed. The state's policy is that all animals must be evacuated from an area when a Hurricane Category 3 or higher is imminent.

In the event of any weather emergency, we will do our absolute best to take care of your dog as we would take care of our own. We highly encourage you to have a plan in place prior to leaving town during hurricane season, which includes designating someone to pick up your dog in the case of evacuation. This designated person needs to be listed as an emergency contact at camp and updated for each boarding stay. This is the safest thing for your dog and will save you a minimum of \$700.00 if an evacuation is ordered.

If you are boarding a dog during hurricane season and they require medication, you must provide the medication in the original packing/prescription bottles with an additional week of medication in the event of evacuation or delayed pickup. We also recommend providing additional food for your dog as we no longer provide camp food.

### Minor Threats- No Evacuation:

- Defined as a Tropical Storm, a category 1 hurricane, or a category 2 hurricane that is associated with voluntary evacuation issued by the city of Leesville.

- V.P Pet Daycare will NOT be evacuated unless mandatory evacuation is issued by the city of Leesville.
- V.P Pet Daycare will be closed for DAYCARE & ALL OTHER SERVICES. Dog overnight boarding will be allowed to stay.
- Dogs who are boarding will remain in their kennel. We will have 1 staff member on site to allow bathroom break when it is safe to do so.
- Normal boarding rates will apply.

#### Major Threats- EVACUATION

- Defined as a Category 3 Hurricane or higher or if a mandatory evacuation is issued by the city of Leesville.
- We will use the provided contact information to get in touch with clients/emergency contacts for a mandatory pick up when an evacuation order is issued. If we are unable to get in touch with the client/emergency contacts or they are unable to pick up the dog during the appropriate time frame, the remaining dogs will be evacuated and charged the associated fees.
- You must provide V.P Pet Daycare with an updated credit card number to keep on file. All evacuation fees will be debited from credit card number provided.
- A one-time non-refundable evacuation fee of \$500.00 per dog will be charged.
- Evacuated boarding rates of \$100.00 per night will be charged with a minimum of 2 nights until the dog is picked up.
- If necessary we will return the dogs to V.P Pet Daycare once the facility is deemed safe and secure for an additional \$200.00 per dog.
- Boarding reservations during the evacuation time frame WILL NOT be honored.
- The evacuation location will not be determined until the path of the hurricane is estimated.

You are responsible for keeping your contact numbers, emails, emergency contact information, and valid credit card number up to date prior to each boarding stay.

Client Name (s) \_\_\_\_\_ Phone Number (\_\_\_\_\_)\_\_\_\_\_

Dog (s) Name & Breed \_\_\_\_\_

Credit Card Number: \_\_\_\_\_ Exp Date: \_\_\_\_/\_\_\_\_ CCV: \_\_\_\_\_

Emergency Contact #1 – in town and available and approved to pick up dog(s)

Name \_\_\_\_\_ Phone Number \_\_\_\_\_

Emergency Contact #2 – in town and available and approved to pick up dog(s)

Name \_\_\_\_\_ Phone Number \_\_\_\_\_

*I understand the above evacuation policies and the fees associated with a V.P Pet Daycare evacuation. I understand the risks of evacuation and the inherit risk of hurricanes and do not hold V.P Pet Daycare, LLC or its associates or assign responsible for any misfortunes that occur during the enforcement of these plans.*

Client Signature \_\_\_\_\_ Date \_\_\_\_\_