

Klaws, Paws, & Hooves

Guidelines for Underfoot Boarding Clients

Pick up and drop offs are to be scheduled thru email or by calling the office. 650-728-8070. Emails are checked on a regular basis so please don't believe that more is better. We will be with you as soon as we are able.

Times for drop offs and picks ups are 8a.m. till 7p.m. The exception is a new dog coming for the first time. We ask that all new dogs will be dropped off midday so that they can acclimate to their new surroundings.

There will be no pick-ups or drop offs on Sunday. The exception is a holiday schedule and an appointment must be made to pick up your pet.

All clients will pick up their pets. There will be no courtesy drop offs made by our staff. There will be a service charge of \$15.00 if a drop off is requested. We require a conformation of you being home in order to drop off your dog.

All dogs must be current on their shots, flea treatment and heart guard treatment. Paperwork will be needed with that information at the time of your dog's arrival. All dogs must be neutered or spayed. We are not set up for intact dogs. Puppies under the age of 6 months are the only exception.

Please provide enough food for your dog's stay. We ask that you perpare daily portions in zip lock bags. If your dog requires a more specialized diets or feeding schedule, we are able to accommodate that for a daily fee. If your proportions do not last your pet's stay, we will purchase food for your dog and you will be billed along with a service fee of \$15 in your pick up invoice. Any left over food will be returned to you.

Please don't bring your pets toys or beds or personal food bowls. We have plenty of comfortable beds, blankets, toys and food bowls. We do not want to be responsible for any loss or damage.

We will be happy to dispense medication if it is required and your pet takes it willingly. Any medication needs to be approved by your Veterinarian. If your pet runs out of medication, we will do our best to refill that prescription, your vet will bill you and there will be a \$ 15 service charge.

Payment is due when you drop your pet off. We accept personal checks or cash. We are not currently set up for credit cards. All boarding dogs do require a deposit to hold the spot for your pet. Long-term boarding (anything over 14 days) will require 50% upon drop off and payment in full upon pick-up. Holidays require a non-refundable deposit of 30%. As soon as we receive your deposit, your date is set.