



## Prospect Lake Canine Care

260 Prospect Lake Road

Victoria BC V9E 1J7

Cell: 250-216-5226

Office: 250-590-6930

### Prospect Lake Canine Care Policies & Procedures

To ensure a comfortable and safe visit for all our guests, please note the following:

1. Before checking in, written proof of current vaccinations (Distemper/Parvo Virus, Bordatella (kennel cough), and Rabies) must be presented. Please also notify us which flea prevention program you are currently using.
2. All dogs must be in good health. If your dog is not feeling well (vomiting or diarrhea), please do not bring them to the facility, as other guests may become ill as well.
3. We prefer dogs to be spayed or neutered, but considerations will be made on a dog-to-dog basis.
4. Due to the open concept of the facility, Prospect Lake Canine Care cannot accept Pit Bulls, or Pit Bull mixed breeds.
5. All dogs must have a complete, up-to-date, and approved [Application Form](#) and [Pet Personality Profile](#) filled in and signed before their first visit. Can be brought at the first visit. All dogs must come for a mandatory trial day before overnight stays.
  - \* Please let us know of any changes in your dog's health or medical conditions on arrival so we can update your dog's file.
6. All dogs must be non-aggressive, and owners will have to certify that their dog has not harmed or shown aggression or threatening behaviour towards any person or other dogs. Because of the open concept nature of this facility, and to ensure the safety of our other guests and staff, this is of utmost importance! Should an incident occur, your dog will be put in isolation for the remainder of their stay. Prospect Lake Canine Care has the right to refuse any further stays for your dog.
7. Kennel hours are 7 AM to 7 PM. Pick up and drop-offs are between 7 AM and 9 AM and 4 PM and 6 PM. These policies are in place to minimize disruptions. Please let us know if you need to make special arrangements and we will do our best to accommodate them.
8. Overnight rate is based on a 24-hour visit. Scheduled morning pick-ups will be charged a full day rate if picked up after 3 PM. The facility is closed for drop-off and pick-ups between 9 AM and 3 PM and closed from 12 PM and 2 PM for naptime (these hours may vary) All night pick-ups must be made before 6.00 PM.
9. Payment for full visit must be made at drop off. Currently accepted forms of payment are Cash, Cheque, or e-Transfer.
10. Individual suites for nap time are provided, but please bring your dog's favourite bedding. We will consider one favourite toy or stuffed animal for our overnight guests if it will make their stay more comfortable. We will supply all necessary food and water dishes.

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11. Please bring enough food for their entire stay in plastic containers or a tote or portioned out in plastic bags. If in a container, please provide clear instructions. Please ensure that you bring additional food in case your pick-up date is extended for unforeseen circumstances. Should your dog require medication, please advise staff at orientation and drop-off, and ensure the container is clearly labeled with instructions.
12. The nature of Prospect Lake Canine Care allows dogs to freely socialize with one another. While every precaution is made to ensure the safety and security of your dog, fights can happen. Minor cuts and scratches can occur even during supervision. Owners must understand the risks involved with an open concept facility. Prospect Lake Canine Care is not liable for any injuries or illness for any dog in their care. Prospect Lake Canine Care is also not liable for any dog that may escape the premises. Please see the [Waiver & Release Form](#) for further details.
13. If your dog requires immediate veterinary care, we will transport your dog to the veterinary clinic listed on your application and notify you of the situation. If your veterinary clinic of choice is unavailable, we will take your dog to a veterinarian of our choice. You will be responsible for all veterinary fees incurred for your dog's treatment.
14. Barking Policy: To ensure the comfort of all guests at the kennel and respect our neighbours, we cannot have a dog that barks continuously. Prospect Lake Canine Care does have humane bark collars and reserves the right to use them on excessive barkers.

*We, at Prospect Lake Canine Care, will take every necessary step and precaution to ensure your dog has a comfortable and safe stay. With our personalized care, our goal is to ensure that the transition between your dog's home and our home is as smooth as possible.*

*Although Prospect Lake Canine Care carefully screens all applicants, the facility is occasionally discovered not to be an appropriate environment for every dog. Prospect Lake Canine Care reserves the right to refuse service and permanently evict any dog, at any time, and for any reason, without explanation.*

I, \_\_\_\_\_, have read Prospect Lake Canine Care's policies and procedures, and agree to all terms listed above.

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Signature of Client

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Date

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