



Wylder Kennels and Daycare Policies

Please ensure you thoroughly read and understand each section.

Drop off and pick up:

Please confirm drop off and pick up times in the online booking app. In order to confirm a booking and receive a quote we will need dates with drop off and pick up times. Drop off and pick up time options are between 8:00 am and 6:00 pm. Bookings are based on a 24 hour period with a 30 minute grace window after which an additional \$3.00 per hour charge will be applied. Toronto shuttle times to be confirmed upon booking.

In order to utilize Wylder Kennels and Daycare Services you must complete:

1. The Wylder Kennels and Daycare Liability Waiver
2. The online Client Information Form with proof of vaccination
3. The Wylder Kennels and Daycare Policies, and the Temperament/Behaviour Information Forms

Payment:

Payment can be made in the form of Credit Card, Debit or Cash.

Payments must be made before or at the time your dog is retrieved from Wylder Kennels and Daycare location. The dog shall not leave Wylder Kennels and Daycare until such time as all charges incurred have been paid in full to Wylder Kennels and Daycare.

Food:

We ask that you bring food for your pet from home to maintain a consistent diet to reduce stomach upset and anxiety. We also prefer that you do not switch your dog's food one week prior to using our Services.

Please fill in the feeding instructions in the online information form. It is encouraged that you provide us with a few extra meals in the event you are delayed in picking up your

pet. If we run out of food for your pet we will try our best to contact you and you can either purchase food from us or provide more food. If we cannot reach you, we will provide your dog with food from our retail store at your expense.

Beds, Blankets, Leashes and Toys:

We encourage you to supply any items that will make your pet's stay more comfortable and familiar for them. We will do our best to protect these items but we accept no responsibility for lost or destroyed belongings.

Injuries

Dogs are involved in play throughout their stay at Wylder Kennels and Daycare. Play can involve, but is not limited to, trail walks, fetch, chase or (if agreed upon by owner) wrestling with other dogs. Play can result in minor nicks, bumps/bruises, or possible injury to joints, ligaments, tendons, etc. Owners will be notified upon pick-up of any "play injuries." Any serious problem will be addressed immediately. While every attempt to maintain a safe atmosphere is taken, dogs will be dogs. As outlined in the Wylder Kennels and Daycare Waiver, in the event of an injury to your pet, we will take the necessary steps to care for your loved one, however all parents assume all financial responsibility. This also applies to instances in which your pet inflicts an injury to another dog.