

**RELATIONSHIP-BASED DOG CARE  
ON MANHATTAN'S UPPER WEST SIDE**

*Personal Dog Boarding & Dog Walking Services*



## **DOG BOARDING**

The Dog House NYC Service Agreement

**This form is digital and can be electronically filled in.**

Please fill in the details below and email this form to [info@thedoghouse NYC.com](mailto:info@thedoghouse NYC.com)

Please ensure you have signed the file before sending as all files received that are not signed will be void.

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The contract below lays out our promise to you and your commitment to us. When you have finished reading, please sign here to indicate you understand and agree to all terms stated and agree to the services and rates.

Reservation for (Name of Dog/s)

Arrival Date/Time :

Departure Date/Time:

By signing this form you have read and agreed to the terms and conditions in this document.

Printed Name:

Date:

Signature:

CLICK TO  
**SEND  
FILE**

**MAIN PHONE:** 212-665-4320. This is a landline phone and does not take text message.

**Heather's cell:** 917-842-7743      **Zoey's cell:** 917-842-4030 (for pick-ups after 5pm).

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## **DOG BOARDING**

### The Dog House NYC Service Agreement

#### **WHO WE ARE:**

We are a married couple that has been boarding NYC dogs in our home since 1996. Heather is a Certified Training Partner, Karen Pryor Academy. She is also certified by the Dog Walking Academy and by the American Red Cross (in pet first aid). The Dog House NYC is insured through United Specialty Insurance Company. It is also a member of Petsitters International.

#### **WHAT YOU GET:**

In addition to our 20 years' of experience, our certified skills, our constant one-on-one care for your dogs, our plentiful outdoor time, our off-leash opportunities, and our home environment, we delight in sending you parent reports by email.

#### **DESCRIPTION OF A BOARDING DAY:**

Dogs go to Central Park for two-hours every morning at daybreak. Most dogs go off-leash and most walks range between 3 and 5 miles. Breakfast is after the morning walk, usually by 9:00am. We take a mid-afternoon walk around 2:00pm for up to an hour. This walk is usually a leash walk but sometimes we go to a local dog run. Supper is between 4:00pm-5:00pm. We bring the toy box out after supper for dogs who know how to share. There is a bedtime walk around 11:00pm.

Inside, the dogs have the run of the apartment just like they would at home. We provide comfortable dog beds in all the rooms. We always have many great toys and only the highest-quality treats and food. There is a single crate for dogs who prefer or who need it.

We humans are almost always home and with the dogs. Exceptions might include a short trip out together when the boarding dogs have been frequent visitors and are very comfortable in our space.

We can customize the boarding experience for senior dogs or dogs recovering from certain conditions who cannot do the big morning walk. Typically in such cases we give them a relief walk before the big morning walk and then give them a longer leash walk (about a half-hour) after the morning walk. They join the routine after that.

Please note: we try to limit the number of dog guests to six. We do not believe in crowding and we want each guest to feel special.

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**DEFINITIONS:**

A boarding day: From immediately after the dawn walk until after the dawn walk the next day. We are usually back from the dawn walk by 9:00am.

Pick-ups between 10:00am and 1:00pm are charged at the half-day rate. After 1:00pm, a full day will be charged.

**CHARGES:**

We always give every visiting dog our best attention. However, some dogs go through periods in their lives where they really need extra. This might take the form of giving meds; or extra walks; or additional training. Other dogs come with special feeding requests; or requests to come early or leave late. Sometimes dogs need to be taken to the vet. Or they require extra baths or produce extra laundry.

With respect to peeing in the house, we allow a two-day grace period for a dog to settle in. And we overlook the occasional mishap. But we impose charges for males who habitually mark and/or require a special male wrap, or for any who soak the dog beds or human furniture notwithstanding regular walks. The grace period is not honored for the rare dog who turns out not to be housebroken. That dog incurs charges at the pro-rated Trainers Rate in addition to the normal boarding rate (See Extra Charges below).

\$90 Regular rate.

\$100 For dogs with special needs; puppies up to a year; or large dogs.

\$25 Surcharge for receiving dogs before 9:00am or handing dogs back after 9:00pm.

Trips to the vet. We charge \$30 per hour and we add the taxi charges to and from.

**EXTRA CHARGES:**

Every once in a while we come up against a dog guest who has an undisclosed behavioral issue that we have to address with special training, special accommodations or additional help. This might include, but is not limited to, not being housebroken; separation anxiety (for our purposes, incessant barking when human leaves room for 5 minutes); aggression toward other dogs; strong pulling when on leash; or poor recall.

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**EXTRA CHARGES** *(continue)*

If house training is required, we reserve the right to charge a training rate of \$135/day in addition to the daily boarding charge.

If a dog turns out to be a serious puller and is not constrained by a head halter or body harness, we reserve the right to hire an assistant to walk the dog. The assistant would accompany our group when it goes to Central Park for the two-hour morning walk. The assistant rate is \$30 an hour.

If a strong dog turns out to have poor recall and is not safe, in our sole discretion, to be walked off-leash in Central Park in spite of his human's permission, we also reserve the right to hire an assistant to walk him on-leash for the duration of the 2-hour walk.

We do not invoke these charges lightly and will notify you when we do.

**MINIMUM BOOKING:**

To give our dogs the best possible experience, we limit the number of dogs who can visit at any one time to 6. To foster continuity and also to ensure a place at high-volume times:

- We require a two-day minimum for a stay.
- We require a three-day minimum for holiday weekends.

We require a minimum commitment of 7 days for boarding the week before Christmas and for the week between Christmas and New Years.

**CANCELLATION CHARGES:**

It may seem that we should have rules similar to human hotels when it comes to cancellations but, unfortunately, we don't share the huge pool of potential customers, nor do we raise our rates for the last-minute booking. Therefore:

- We require a month's notice of cancellation or you will be charged for the reservation.

**PAYMENT:**

Please provide a credit card to hold your reservation. We will plan to charge it when you come to pick up your dog/s unless you tell us that you intend to pay using cash or a check.

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### **EXCLUSIONS:**

There are some dogs we regret we cannot accept. These include:

- Intact males or unspayed females;
- Paper-trained dogs;
- Puppies under 6 months; and
- Dogs who are not well-socialized to other dogs and people.

### **VACCINATIONS AND GENERAL HEALTH:**

We want all our guests to be healthy and safe and we exercise all care toward this end. Please do your part to send us healthy dogs. In particular, please

- ensure their vaccinations/titres are up-to-date, especially including rabies, parvo, distemper, and bordetella;
- raise the matter with your vet of testing your dog(s) for giardia and for worms before his visit to us; and
- notify us of any signs of injury or possible illness before any visit as soon as the condition appears.

### **MEDICAL EMERGENCIES:**

We work hard to prevent accidents and illness, but such problems may occur no matter how well a dog is cared for.

In spite of our best efforts, dogs can and do pick up anything in our highly-trafficked dog runs and parks and on our littered streets. You agree to hold us harmless and to pay for all vet expenses and transportation fees in the event your dog gets sick.

Likewise, accidents can and do happen. Again, you agree to hold us harmless and to pay for all vet expenses and transportation fees in the event your dog is in an accident. If your dog caused the accident, you also agree to pay expenses for any person or dog who was injured as a result.

In the event of an accident or illness, we will take your dog to the NYC vet you have named on the accompanying form called Basic Info. If your vet's office is closed or we deem the situation calls for immediate attention, we will take your dog to the nearest vet office or animal hospital.

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**MEDICAL EMERGENCIES** *(continue)*

The vet clinic closest to The Dog House NYC is the Riverside Animal Hospital at 250 W 108<sup>th</sup> St. The hospital we use most often is Blue Pearl Specialty and Emergency Pet Hospital at 410 W 55<sup>th</sup> St. You agree to allow us to use our best judgment in handling these situations, and you understand that we assume no responsibility for the actions and decisions of the vet staff. We will try to contact you as soon as the condition is deemed not life-threatening and/or contact is possible.

If you have a given thought to a price point for your dog's care, please let us know here the total diagnosis/treatment limit for each dog. \$ \_\_\_\_\_.

This agreement is valid from the date above and grants permission for future veterinary care without the need for additional authorization each time The Dog House NYC, LLC cares for one or more of your pets.

**OFF-LEASH WALKING IN THE EARLY AM**

The highlight of our day is our off-leash walk in Central Park. On a typical walk, we enter the Park at W 108<sup>th</sup> St, circle the Great Hill, work our way around the Pool (100<sup>th</sup>), cross over to the North Meadow and thence toward 5<sup>th</sup> Avenue (at 98<sup>th</sup>), then double back westward toward the tennis courts at W 93<sup>rd</sup> and thence home. We are out every day and almost always for 2 hours. It is a fantastic chance for dogs to blow off steam and to chase and track to their heart's content. It is also a great bonding opportunity.

(When we have less active dogs, and especially senior dogs, we customize our outing so that we stay in place more but out the same length of time. As noted in Description of a Boarding Day above, we also further customize for dogs who are unable to stay out so long.)

We do not walk any dog off-leash until, in our judgment, he/she can be trusted to come. To make this judgment, we take into account the breed, training, temperament, age and the status of our bonding process. Even then, we are always mindful of hazards (such as vehicular traffic, including the Park maintenance carts; or bicycle/running races on the loop roads) and we leash our dogs when crossing the streets, on thin shoulders, or near the 97<sup>th</sup> St traverse.

There is, however, always a risk. When you agree to let us walk your dog off-leash, you also agree to hold us harmless if anything should happen to your dog.

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**TERMINATION/AUTHORIZATION**

We reserve the right to terminate service at any time before or during scheduled service if we determine that a dog guest poses a danger to the health or safety of another dog guest or human caretaker; or if a dog guest engages in nuisance behavior to such a degree that it significantly interferes with the conduct of normal boarding.

If concerns prohibit us from caring for the dog(s), we are at liberty to place a dog in a boarding kennel, unless otherwise specified, with all charges from there to be charged to you. It is our express policy to attempt to contact you in the event of unforeseen changes in circumstances that affect the ability to perform requested services.

**PHOTOGRAPHS**

We love to take lots of photos of our guests. We send the best along in parent reports and occasionally post to The Dog House NYC Facebook page. Unless you specifically opt out, you agree that this is fine and that the photos or videos are our sole property.

**AGREEMENT**

We agree to provide the services stated in this agreement in a reliable, caring, and trustworthy manner, and you expressly waive and relinquish any and all claims against us except those arising from our negligence. You also agree to notify The Dog House NYC, LLC of any concerns within 24 hours of return.

**LOCATION AND CONTACT INFO:**

**PLEASE NOTE:**

To control traffic and to respect our special privileges in this building, please support us in keeping this information private. Do not plan to visit unannounced. When you come for appointments, we will meet you on the sidewalk to one side of the building.

**ALSO NOTE:** The best way to reach us is by email. [info@thedoghouse NYC.com](mailto:info@thedoghouse NYC.com)  
**ADDRESS:** 514 W 110<sup>th</sup> St, between Broadway and Amsterdam.  
**MAIN PHONE:** 212-665-4320. This a landline phone and does not take text message.

**Heather's cell:** 917-842-7743 (Please try main phone first)  
**Zoey's cell:** 917-842-4030 (for pick-ups after 5pm).