

**Contact:** Metro Dog is located at 3117 Pierce St., Richmond, CA 94804. Our phone number is (510) 524-DOGS (3647). Our fax number is (510) 526-1367. Email [info@metrodog.com](mailto:info@metrodog.com).

**Hours of operation and building Access:** We are open from 6 am to 9 pm, 7 days a week. After-hours drop-off and pickup is by appointment only with \$15 fee. Please note the front door is always locked. Please ring the doorbell to the left of the front door. You will be buzzed in by a staff member. When leaving, there is a motion detector that unlocks the door. It is set high so that a loose dog in the lobby will not unlock the door. You may need to wave over your head at the detector to unlock the door. Dogs must be on leash at all times in the lobby.

**Pickups and drop-offs:** You may pick up or drop off at any time. We recommend dogs that will be boarding be dropped off before 3 pm to allow adequate time in groups to settle in and get tired out before bedtime. Play groups end at 7 pm. Boarding rates are charged by the night not by the 24-hour period. Whether you drop at 6 am or 9 pm you will be charged the same amount for that day. Check-out time is by 10 am on the last day; you may pick up later than 10 am but will be charged for day care on the final day. We charge a half-day charge if checked out by 3 pm, full day for check outs after 3 pm.

**After Hours:** You may pick up or drop off after 9 pm and before 6 am. We charge a \$15 late-pickup/early drop-off fee per family for dogs going home after 9 pm and before 6 am. We charge a \$15 early drop-off fee for arriving between 4 am and 6 am. Any dog dropped off before 4 am will be charged for a night of boarding.

**What to bring:** Fill out the Boarding Check-In form that is available on our website (<http://metrodog.com/intakeforms.html>).

Reducing stress in as many ways possible is our goal while caring for your dog. The two most important things to bring for your dog are his regular diet (see packaging instructions in the next section) and something to sleep with that smells like home. Keeping your dog on his own diet will help prevent stomach upset. Your dog's sense of smell is the most significant way he orients to his world. Having something that smells like home - whether a dog bed or your old t-shirt - will help him to feel "at home" while he is at Metro Dog. We ask that you do not bring anything too valuable as it may be damaged or destroyed during your dog's stay. Please label everything in permanent marker so we can get it back to you. Unlabeled items will be labeled in Sharpie.

**Food:** Dry foods must be in plastic, flat-bottomed containers that seal tightly. NO BAGS. No glass. Label the container with your dog's name, your last name, the brand of food and feeding instructions (amounts in standard measures – eg: ½ cup, 1 cup). No measuring cup is needed. Pictures are also a nice way for us to see who the food belongs to as we make their meals. Cans may be labeled on the sides or bottoms. For foods requiring refrigeration, please use plastic containers and label as with dry foods. Raw foods must be packaged in daily portions so we can thaw out just what will be used that day. Please pack extra of all food items as dogs tend to burn more calories with us.

**Meals:** Breakfast and dinner are fed to boarding dogs between 5 am and 7 am, and 4 pm and 6 pm. Feeding your food is included in the overnight fee. Day care dogs are not fed meals unless specifically requested. There is a service fee of \$3 to feed day care dogs with owner-provided lunch or dinner. Feeding owner-provided lunch is included for dogs in the puppy program. Every dog is fed in a room by herself so that we can prevent any conflict over food.

We are also able to record how much your dog eats and ensure that your dog only eats the food you have provided. If a dog is boarding and not eating her meals we will want to add goodies to entice her to eat. Please let us know if your dog is allergic to any foods.

**Medications:** Medications are anything a dog must have. Vitamins and other supplements are not considered medications unless you require the dog consume them every time they are given. Metro Dog can administer topical and oral medications. We cannot administer injections or fluids. We charge \$3 per administration (that is per time of day but not per medication). Multiple medications and treatments may be included if given together. Medication labels should have the same instructions as your Boarding Check-In Form and have your dog's name. Do not put medications in your dog's food. Complete the medication information form on the back of the BCI at check-in.

**What not to bring:** Dogs rooming in a Social room cannot have toys or chew bones. These items could cause conflict between dogs. If your dog has his own room he may have them, but no raw hide or no-hide chews are allowed. We have plenty of bowls. Please leave yours at home. We have crates of all kinds. You can bring your own if you would like, but we are happy to provide one for you. We do not allow cloth crates. Personal crates are often marked and cannot be cleaned before return.

**Policies Vaccines:** Metro Dog requires dogs to be vaccinated for Rabies, Bordetella, Distemper, Hepatitis, and Parvo. We accept reminder notices from your vet as proof of shots, and annual blood titer tests. Written exemptions due to age or allergic reactions from a veterinarian will be considered.

**Spay/Neuter:** All dogs must be neutered by 6 months. Dogs may be excluded if we are seeing

a change in the way other dogs are interacting with them if intact. Hormone levels increase dramatically in adolescent dogs, causing other dogs to become hostile towards an intact dog in a group. Our experience has shown that this change happens suddenly for most dogs between 6 and 8 months. Our standard is intended to keep all dogs safe and prevent unintended pregnancy.

**Reservations:** We recommend reservations for day care and boarding especially in the summer months and around major holidays. Most dogs staying with us are housed with other dogs during rest time and spend time in groups of 15-20 dogs supervised by a handler in our play yards. Social groups and social housing are for dogs that are comfortable with new dogs and typical social dog interactions. We always reserve the right to change a dog's housing reservation or to change a dog from Social to Private boarding if we deem it necessary for the comfort and safety of all dogs in our care. You are responsible for the difference in cost for any program change.

**Emergencies:** For medical emergencies we will contact you. If we are unable to reach you, we will call your emergency contact as soon as we are aware of the problem. For non-urgent concerns we want to get your input before making unnecessary and expensive trips to the vet. In the event that we do need to take your dog to the vet, we will try to use your vet if they are available. Your vet has a relationship with you and your dog and is more familiar with what is "normal" in terms of your dog's health. If your vet is unavailable, we will go to one of the nearby vets with an available appointment. For urgent medical concerns we will go the nearest veterinary hospital capable of treating your dog. We cover all the expenses and add them to the total charged for your stay. You are responsible for all veterinary expenses incurred, our time taking your dog to and from the vet,

additional expenses for administering medications, changes in rooming and any extra services required to care for your dog.

**Risks:** All social dog environments have certain risks. Dogs can play too rough or become startled and snap at another dog. Dogs share fluids as they play and they sniff each other's rear ends. Dogs can use their teeth to communicate. Most times a snark or mouthy play leaves nothing but saliva. However, depending on the dog, it can result in punctures, scratches or tears. Dogs can hurt themselves when they are engrossed in play turning too quickly, running into walls and play structures or get sore pads from running on an unfamiliar surface. We do our best to maintain a sanitary and hazard free environment. We are not a sterile environment and cannot guarantee germs passed between dogs will not make your dog sick. Vaccines are not guarantees that your dog will remain illness-free. There are common ailments such as respiratory cough and Giardia that Metro Dog cannot prevent your dog from being exposed to if an infected dog that is asymptomatic is in the center. Infection with Giardia is very common for dogs in the Bay Area. Most of the groundwater in the parks and trails is affected. At Metro Dog we pick up feces promptly, change water bowls frequently and wash all the bowls with an anti-bacterial/anti-viral solution every night. We have low incidence of illness but are not a sterile environment and can offer no guarantee your dog will not contract illness from exposure to other dogs while in our care. This is an assumed risk of all patrons of Metro Dog. Metro Dog does not pay for veterinary expenses if a dog becomes ill. Think of it like sending your child to school – kids become sick when exposed to other kids, regardless of how clean the school may be. The school does not pay medical costs for students.

**Extra Services:** All extra services are provided as additions to your dog's regular program at Metro Dog upon your request or if we deem it necessary to help your dog have a quality stay. Metro Dog will only provide a service if the dog is comfortable with it. We do not recommend baths, nail trims or park trips the first time your dog stays with us. Services we do not perform are not charged.

**Baths:** Baths are available every day for both day care and boarding dogs. We use Earth Bath shampoos for a gentle, hypoallergenic bathing experience. If you request a bath, please let us know what time you plan to pick up your dog so we can have your dog clean and ready to go. Rates for baths are determined by your dog's size and coat type. Dogs are brushed before their bath and blown dry. We cannot bathe dogs with matted fur as it can cause painful skin irritations. Dogs who are afraid of our canine blow dryer can air dry.

**Nail Trims:** Sometimes it is easier for us to trim your dog's nails. We use lots of treats to make it fun. We also offer training to help your dog to accept nail trims.

#### **EXTRA FUN**

**Training:** A 15-minute training tune-up can focus on improving good manners or just provide great mental stimulation for your pup. We use only positive reward-based training techniques. Complete the training request form at drop-off.

**Leash walks:** 30-minute leashed neighborhood walks are available for your dog to get out of the center and explore the Albany Hill trail network or the Richmond Annex neighborhood.

**Private Play:** Got a ball hound or a serious snuggler? 30-minute private plays can be whatever is best for your canine friend. We have couches for snuggling or a 2,000-square-

foot rubber-floored space for catching balls or Frisbees.

**Group Off Leash Hikes:** Participants in this program must be dogs we know well and have completed the park trip application. We take 3-6 dogs in a group in our van to one of the East Bay Regional Parks permitted for dog walkers. Dogs must have good recall, be comfortable riding with the other dogs and not guard food or toys. All dogs must begin on 3-dog trips for safety and recall work before being approved for full-sized park trips.