



IT TAKES A VILLAGE TO RAISE A PET

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.

Hours: Our regular business hours are: 6AM -9PM 7 days a week.

Please note the front door is always locked. Please ring the doorbell. You will hear a second bell when the door is unlocked. 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.

Pick Ups and Drop offs – You may pick up or drop off at any time. We recommend dogs who will be boarding be dropped off before 4PM to allow adequate time in groups to settle with their new friends. All dogs are in their beds by 8PM. Boarding rates are charged by the night not by the 24 hour period. Whether you drop at 6AM or 9PM 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 that last day's day care.

After Hours – You may pick up or drop off after 9PM and before 6AM. We charge a \$15 late pick up/early drop off fee per family for dogs going home after 9PM and before 6AM. We charge a \$15 Early Drop Off Fee for arriving between 4 and 6AM. Any dog dropped off before 4AM will be charged for a night of boarding.

What to bring – Fill out the Boarding Check In form that is available on our web site (<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 become damaged during your dog's stay. Please label everything so we can get it back to you.

Food – Dry foods must be in flat bottomed containers that seal tightly. **NO BAGS.** Label the container with your dog's name, your last name, the brand of food and feeding instructions (amounts in standard measures i.e. ½ cup, 1 cup). Pictures are also a nice way for us to see who the food belong 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.

Meals – are fed at 5AM and 4PM. Lunch is available for a \$2 charge for older puppies and dog by request. Lunch is included for young puppies 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 insure 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 is able to administer any medication topical or oral. 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. 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.

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. We have plenty of bowls. Please leave yours at home. We have lots of crates. You can bring your own if you would like, but we are happy to provide one for you. We do not allow cloth crates.

Policies

Vaccines – Metro Dog requires dogs to be vaccinated for Rabies, Parvo, and Distemper. We accept reminder notices from your vet, blood titer tests and written exemptions due to age or allergic reactions from a veterinarian.

Spay / Neuter – All dogs must be neutered by the end of their 7th month. Dogs may be excluded before their 7th month if we are seeing a change in the way other dogs are interacting with them. 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 the 6 and 8 months.

Reservations – We recommend reservations for daycare 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 up to 15 dogs and a handler in our play yards. Social groups and housing are for dogs who are comfortable with new dogs and typical social dog interactions. We always reserve the right to change a dogs housing assignment 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 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 butts. 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 or tears. We do our best to maintain a hazard free environment. Dogs can hurt themselves when they are engrossed in play turning too quickly or getting sore pads from running on an unfamiliar surface. Just like pre-school, dogs can share colds and germs. We require a Bordetella vaccine. This vaccine covers 4 strains of Canine Cough. There are at least 15 known strains so even with a vaccine it is possible for a dog to get Canine Cough. Giardiasis is an intestinal infection caused by a parasitic protozoan. Mostly transmitted through contact with fecal matter and drinking affected water, not all dogs show symptoms. Infection with Giardia is very common for dogs in the Bay Area. Most of the ground water in the parks and trails are 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.

Extra Services – All extra services are provided as additions to your dog’s regular program at Metro Dog. 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.

Grooming -

Baths - Baths are available every day for both daycare and boarding dogs. We use Earth Bath shampoos for a gentle hypo-allergenic bathing experience. Please let us know what time to you plan to pick up you 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 the 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. Basic Nail trims are \$12. We

charge \$8 extra for dogs requiring additional handling. We also offer training to help your dog to accept nail trims for \$15.

Professional Grooming During daycare or Boarding – Professional grooming including full haircuts, anal glands, trims for fox tails and sanitary needs are available by pre-arrangement with our Groomer Karen Oberdorfer. She can be reached at 510-459-5908.

Extra Fun

Training – a 15 minute training tune up can focus on improving good manners or just provide great mental stimulation for your pup/dog. We use only positive reward based training techniques.

Private walks – A 30 minute private neighborhood walk is available for your dog to get out of the center and relax with a handler all his own.

Private Play – Got a ball hound or a serious snuggler? 30 minute private play can be whatever is best for your canine friend. We have couches for snuggling or a 2000 square foot rubber floored space for catching balls or Frisbees.

Group Off Leash Hikes – Once we get to know your pooch he might be eligible for our off leash hikes. 6 dogs will be taken in our truck to an area off leash for trails for a nature hike. Dogs must have good recall, be comfortable riding with the other dogs and not guard food or toys. We reserve the right to refuse any dog the Off Leash Walker feels is not responding well to him/her.