



Rules and Regulations

SEX: All dogs must be spayed or neutered if they are 6 months and older.

VACCINATIONS: All dogs must have up to date vaccinations. All vaccinations must have been given at least 7 days prior to arrival and not more than 1 year prior to arrival. Please bring your vet book to show that all vaccinations such as DHLPP (Distemper, Hepatitis, Leptospirosis, Parainfluenza and Parvovirus), Rabies and Bordetella (Kennel Cough) are up to date. Note that it is your responsibility to provide on-going verification of current vaccinations.

HEALTH: All dogs are required to be in good health and owners are required to certify that their dogs are in good health and free from any condition that may jeopardise other dogs in Proud Hounds Daycare. ANY DOGS THAT HAVE BEEN SICK WITH A COMMUNICABLE DISEASE IN THE LAST 30 DAYS WILL REQUIRE VETERINARIAN CERTIFICATION OF HEALTH TO BE ADMITTED OR READMITTED. No coughing, vomiting or diarrhoea 48hrs prior to arrival at daycare. Just like human kids, there are bugs that dogs pick up and transfer from time to time. If you think your dog is sick, PLEASE KEEP THEM HOME! It's not fair to expose the other dogs to this. Should your dog be sick, we ask that we are informed and that your dog/s stays home depending on the condition for a minimum of 3-5 days to prevent risk to other dogs, should the illness be contagious. You will also be required to bring a letter from your vet stating that the dog/s is allowed to return to daycare and will not be a risk of infection to the other dogs.

TICKS & FLEAS: All dogs must be on a monthly flea and tick program. I.e: Advantage, Advantix & Revolution etc (dips and flea collars used alone are not good enough) If at any time during day care, a dog is seen to have fleas or ticks, treatment will be given and charged to the owner at the minimum rate of R100,00.

COLLARS: No choke chains are allowed. All dogs are required to wear name tags that have their name and owners contact details on them. This is a Municipal By-Law.

FOOD: ONLY for puppies up to 6 months of age. ALL food that is brought to Proud Hounds Daycare must be kept in an airtight container with the right amount of food. The puppy's name must be written on the container. No Plastic Bags will be accepted!

BEHAVIOUR: All dogs must pass the Proud Hound Daycare behaviour assessment for enrolment in the day care. All dogs must be non-aggressive and not toy protective. Owners will need to certify that their dog(s) have not harmed or shown any aggression or threatening behaviour towards any people or other dog(s). Please remember that your dog(s) will be spending all day with other dogs so it is our main priority to ensure their health and safety. ALSO KEEP IN MIND THAT EVEN THOUGH THE DOGS ARE SUPERVISED AT ALL TIMES, YOUR DOG MAY STILL ACQUIRE AN OCCASIONAL NIP OR SCRATCH.

AGE: All ages are allowed at Proud Hounds Day Care as long as the dog meets the Proud Hounds Daycare criteria. Puppies may begin daycare as long as they are a minimum of 3 months old and have had their first three sets of vaccinations.

ENROLMENT: All dogs must have a complete up to date and approved enrolment form on file and commit to a one-day a week minimum participation programme. If your dog has been out of Proud Hounds Day Care for three months or more, reassessment is required and fees will be charged. ALL PROUD HOUNDS DAY CARE FORMS MUST BE SIGNED BY THE OWNERS BEFORE ENROLMENT.

ARRIVALS & COLLECTIONS: ALL dogs are to arrive and leave on a lead and collar. Latest arrival is at 9:30am and earliest collection at 3:00pm.

FEES: Are non-refundable and are due and payable in advance or on each day of daycare.

HOURS OF OPERATION: We are open Monday–Friday from 7:30am till 6:00pm. Proud Hounds Daycare closes promptly at 6:00pm and therefore late charges of R50,00 for every 15 minutes will be charged. Penalties are due before your dog/s can resume daycare.

BOOKINGS: Are required! All dogs must be booked into daycare at least 1 day before the intended daycare day/s.

CANCELLATIONS: All cancellations must be made by 24 hours prior to the scheduled daycare day, as each dog has a holding in daycare and therefore this allows for another dog to be booked in his/her place. You may make up your day provided you cancelled in the required time. If you have your fixed monthly days then let us know in advance if you're going to change your usual day/s to another day/s. This is to make sure we can accommodate your dog. PLEASE NOTE: ALL cancellations that are not made at least 1 day prior to the scheduled daycare day will be charged at full fees.

Parent's Signature _____

Rules and Regulations are subject to change at any time without notification.



Client Agreement

For myself, my heirs and any assigns, I hereby release Proud Hounds Day Care (PHDC), its agents, officers, subcontractors, employees, animal owners, customers and potential customers of PHDC from any and all liabilities for injuries to myself, my dog or any other property of mine which may arise in any way out of services and/or products provided by or as a consequence of my association with PHDC. I acknowledge and understand that every dog reacts differently and that animals, by nature are unpredictable.

Dogs and animals may, without warning, bite or cause injury to humans and other dogs. I acknowledge and understand that there are certain risks involved in participating in dog day care, including but not limited to dog fights, dog bites to humans or other dogs and the transmission of diseases.

In the case of an emergency or for the use of the Canine Cab services, I recognise the risks of injury that accompany said transport and acknowledge that this RELEASE is being relied upon by PHDC to permit transport of my pet to and from PHDC or any other necessary location. Furthermore, I accept any and all conditions, rules and regulations promulgated by PHDC associated with the activities, use of the facilities and transport, and hereby agree to comply with them.

Read and tick each box below:

- Dogs not familiar with PHDC may experience separation anxiety when apart from their owners.
- Dogs not regularly exposed to the level of activity at PHDC may feel the discomfort of sore muscles, sore joints and fatigue.
- Dogs not regularly exposed to outside activity or play on hard surfaces may experience sore paws, blisters, bruises or abrasions on feet (raw paw).
- Dogs not regularly socialised do not necessarily know how to behave politely with other dogs. These dogs are at higher risk of incidents including but not limited to, bites, fights, fear aggression, object guarding, and behavior problems.
- Dogs at play during day care do get dirty. Dogs with longer hair can get matted from the level of activity at day care.
- Baths and brush outs can be requested and scheduled.
- Excessively long toenails may cause injury. You will be notified if your dog's nails are too long. If at your next visit, the nails have not been trimmed, PHDC will have them trimmed at the owner's expense.
- Water is available at all times; however your dog may still be thirsty after day care. Be aware of their water intake as excessive amounts may cause an upset stomach or other problems.
- Dramatic changes in food and or food quality may cause upset stomachs, diarrhea and/or colitis.
- Any behaviour deemed dangerous or inappropriate by PHDC may result in dismissal from the programme.
- I agree to pay for all services due at the time rendered. I understand any unpaid fees by me will be sent to collections and I will be responsible for all collections and legal fees incurred by such actions taken.
- I understand and agree that in admitting my dog(s) into PHDC, PHDC has relied on my representation that my dog(s) have not harmed or shown aggressive or threatening behaviour towards any people or any other dog.
- I certify that my dog(s) is/are in good health and has/have not been sick with any communicable disease within the last 30 days.
- I have read and understood the PHDC "Rules and Regulations"
- I understand PHDC staff give all pets involved in any type of incident a cursory examination, however PHDC is not liable for the Location, treatment or diagnosis of any injuries incurred on our premises. It is recommended that you check your dog further or seek treatment for your pet by a veterinarian at your discretion and cost.
- At Proud Hounds Day Care, photographs may and will be taken of the facility, dogs and staff on a regular basis for use in advertising the services provided by PHDC. I hereby give my permission to copyright and/or use, reuse and/or publish or post pictures of me and/or my pet in color or in black and white made through any media by PHDC for their purpose, including but not limited to the use in print material, electronic media or internet usage. I waive my right to approve the finished photograph, advertising copy, print material or electronic files that may be used in conjunction with the photographs.

I, _____ grant PHDC and/or its selected agents full power of decision concerning the care and well being of our dog(s). Should any medical emergency arise, it is agreed that PHDC or its selected agents can and will make any needed decision concerning medical treatment and choice of care given up to R _____.

With my signature below, I accept exclusive and sole responsibility (financial and otherwise) for these and all other risks and release PHDC of all liability, no matter the cause.

Signature: _____ Date: _____ Witness: _____