

SOUTHERN TAILS BOARDING INFORMATION

At **Southern Tails**, our aim is to positively impact the lives of dogs and their owners by providing outstanding, trustworthy, and professional services.

Our clients' pets are part of their families – all deserving of loving attention and individual, customized care. We know how difficult it is to leave them when you must be away and the importance of trust in the ones that you choose as your care providers during your absence. We want to earn that trust by providing our clients with exceptional boarding services that ensures your pet's safety, health, and contentment. We promise to treat each client and their pet with dignity and professionalism. To maximize your pet's comfort, each condo is carefully decorated to simulate a home environment. All have windows. Fresh water is available at all times. All pets get plenty of exercise during frequent walks. These perks help pets acclimate to the Southern Tails community.

What Is My Responsibility Once I Schedule a Stay?

- Complete the Southern Tails Boarding/Daycare Application and conduct any touring activity before you arrive at our facility.
- Attend to all veterinarian requirements and have that documentation available upon arrival.
- Certify that your dog has not previously shown threatening or aggressive behavior to humans or dogs.

Health Requirements: Dogs Scheduled at Southern Tails must be healthy! Dogs may not show signs of illness or diseases that could potentially harm other dogs or humans. We expect dogs to be in good health and that they are free from communicable diseases. Fleas and/or ticks must be treated at an additional cost. Communicate the upcoming stay with your veterinarian and ask them to give an "all clear" report. We require either photocopies (or verbal verification) of the medical records that will confirm that all vaccinations are up-to-date including: **Rabies, DHLPP/DHPP, Influenza, and Bordetella**; Daycare dogs older than six months must be spayed or neutered.

Temperament Requirement:

- Southern Tails is designed for the suburban dog! As such, our services are completely indoors. We must ensure a safe environment for both your dog and our attendants. During bathroom breaks we harness dogs to ensure their safety during the walks. Attendants also enter the living quarters for feeding. Therefore, aggressive pets are not permitted.
- Dogs who are stressed may demonstrate unwanted behavior that can be destructive and expensive. Excessive barking, scratching or chewing is discouraged. Damage to our property or yours will be your responsibility. We can schedule an initial screening should you be unsure of your pet's reaction to the boarding environment.
- If dogs exhibit aggressive or destructive behavior they cannot board with Southern Tails.

How Does It Work? Drop-off Procedures

- Leash your dog upon arrival and again during their exit. If you forget your leash, we will provide a loaner.
- When you arrive the receptionist requires the following information: Feeding procedures, medical information/procedures, grooming requests, daycare requests, and emergency contact information. Be sure to leave accurate pick-up information so that your pet will be ready on-time when you arrive for pick-up.
- Bring the following: bedding (if needed – we supply cots), food (house food available at additional (\$5) cost), medicines, chew toys (no rawhide) to reduce excessive energy (if dogs are not able to participate in daycare).
- Vaccination Records (if you are new to our system or if we need to update your records).
- Emergency Information (Someone not traveling with you in case you may not be reached)
- Take our phone number should you want to check on your pet while you are away or if you would like to provide us with alternative pick-up information (281) 741-3247

Boarding Schedule and Fees

Boarding Available 365 Days Each Year

(Daycare is only available for boarding clients on weekends and major holidays)

- Drop-off Hours are between 2:00 – 5:00, Monday – Friday and 1:00 – 4:00 on Saturdays; 2:30 – 4:30 on Sundays.
- Pick-up is between 9:00 – 12:00 every day except on holidays. (We have staff taking care of your pets, but we are not open for major holidays) **\$20.00 fee for early check-in or late pick-up**
- Pick-up hours are extended if your pet participates in daycare. You must pick up daycare participants by 6:30 on the weekdays and 4:30 on Saturdays. Sunday pickups are between 9:00 and 12:00 for non-daycare and 2:30 – 4:30 for those furry babies that are signed up for daycare.
- **Late Daycare Pick-ups (After 6:30) Will Be Assessed Additional Fees of \$5.00 for Every 5 Minutes While Staff Is On Site. Pets will be boarded when the regular shift is over. Staff will not be on the premises after closing.**

Non-Daycare Schedule

- **6:00** Morning Walk
- **6:30 – 7:30** Feeding and Medication
- **8:00** First Walk (total of 4 walks)
- **12:00** Nap Time
- **2:00** First Afternoon Walk (4 times)
- **5:30** Feeding and Medication
- **6:30** Final Evening Walks

Daycare Schedule

- **6:00** Morning Walk
- **6:30 – 7:30** Feeding and Medication
- **8:00** First Walk Before Daycare
- **12:00** Nap Time
- **2:00** First Afternoon Walk (4 times)
- **5:30** Feeding and Medication
- **6:30** Final Evening Walks

FEES

\$39.99 – Regular Condo (4 X 6)
\$59.99 – Regular Condo with Daycare
\$20.00 – Early Check-in
\$ 7.00 – Holiday Charge
\$ 5.00 – House Food per Day Each (Dry)

\$29.99 – Regular Condo Second Dog
\$49.99 – Regular Condo Second Dog With Daycare
\$20.00 – Late Pick-up
\$ 5.00 – Medication
\$ 7.00 – House Food per Day Each (Wet)

The entire fee will be collected upon pick-up. We only accept cash or credit for boarding services. Deposits may be required for extended stays.