

## CRÈCHE RULES

To ensure the health and safety of all animals, customers and staff at Citidogs Crèche, we require all clients to comply with the following rules and regulations:

- 1. SEX** We require all animals, over the age of 6 months, to be neutered or spayed.
- 2. VACCINATIONS** We require all animals to be fully vaccinated (including kennel cough) prior to starting at the Crèche.  
  
A copy of each dog's vaccination record will be kept on file and updated annually.
- 3. HEALTH** All dogs must be in good health. Owners will need to certify that their dogs are in good health and that they do not have any potentially contagious conditions. Eye infections, stomach upsets and coughs can be spread easily. We MUST be made aware for the sake of the other dogs. If your dog is unable to come to crèche due to an ailment, alternative care solutions can be made. We recommend that you enrol your pet on a flea/worming programme.
- 4. COLLARS** Legally, all dogs should wear a collar with a name-tag in public. Citidogs are happy for the tag to bear their number as well as the owner's and act as an emergency contact for your dog.
- 5. FOOD** All food brought to the Crèche must be portioned and stored in airtight containers and marked clearly with the dog's name and surname.
- 6. BEHAVIOUR** All dogs must be non-aggressive and not food or toy possessive. Owners will need to certify that their dog(s) have not shown aggressive or threatening behaviour towards people or other dogs. Owners must accept that accidents can also happen in play. Any minor injuries will be dealt with at the Crèche. More serious injuries will be dealt with at your vet. Any vet bills your dog may incur will be the responsibility of the owner.
- 7. AGE** Any age of dog is accepted at the Crèche, provided puppies have completed their initial course of primary vaccinations, and that the dog is neutered/spayed, if over 6 months old.
- 8. ENROLMENT** All dogs must have a complete, up-to-date and approved enrolment form on file. All dogs must undergo an initial suitability assessment and be approved by a member of staff. However, in the name of pack harmony, if your dog has not been to the Crèche for longer than 3 weeks, he/she will automatically lose their place.
- 9. FEES** Clients will be invoiced at the end of every month retrospectively. Fees must be paid within 5 working days of issue. Late or unpaid fees will result in the loss of place.
- 10. CANCELLATIONS** 5 working days' notice must be given to cancel a booked place to avoid cancellation fees.

