



balanced
paws

Policies

HEALTH & VACCINATIONS

Pets participating in any Balanced Paws services must be up to date on all applicable vaccinations, as pertinent to age and lifestyle, as determined by their veterinarian, and must be in good general health.

Dog vaccinated for Bordetella (kennel cough) are still susceptible to contracting Kennel Cough, therefore Balanced Paws cannot be held responsible for this or any communicable illnesses contracted, as a result of having your pet participate at our facilities.

All dogs must be spayed/neutered by the age of 9 months to enrol or continue enrolment with Balanced Paws Daycare.

All pets entering our facilities or participating in any of our services must be currently on, and maintain a flea/heartworm/tick program. If any fleas are found on a pet, the owners will be contacted immediately and the pet will be sent home immediately. Service will be with held until the situation has been resolved, and Balanced Paws reserves the right to charge a fee, appropriate to the situation and services rendered thus far.

In the event of an emergency, Balanced Paws Inc. will arrange emergency veterinary care by a veterinarian of our choice, should a specified veterinarian be unavailable or unable to be reached in a timely manner, If an owner or emergency contact cannot be reached in a timely manner, Balanced Paws will approve medical and/or emergency treatment as recommended by a veterinarian. Owners will reimburse Balanced Paws for any and all expenses incurred, while releasing Balanced Paws Inc. from all liabilities pertaining to transportation, treatment and expense. Owners are responsible for ensuring that they communicate any changes or adjustments to emergency contacts or protocols.

INJURY, LIABILITIES & RISKS

There is always an inherent risk of illness or injury when dealing with animals and humans in a social group situation. Such risks can include, but are not limited to: problems associated with rough play such as bite wounds and scratches, kennel cough or other illness, and in rare and unfortunate instances, even death. It is understood that under no circumstances shall Balanced Paws Inc be responsible for illness or injury to dog(s) participating in group play. That if a pet participating in services is the cause of any of the aforementioned, or the cause of damage to the property at 12 Logan Avenue, Toronto, ON, or any other associated properties including vehicles for company use, the Owner(s) shall be fully and legally responsible for the cost of any such injury, death or damage. Balanced Paws Inc, its principals, employees, agents, representatives, successors, and assigns are indemnified and free of responsibility of any costs, losses or legal expenses incurred in the defence of any personal injury or any other claims, including claims for negligence, brought by pet owners, or a third party arising from or related to a pet owners actions or the actions of their pet while on the premises or in the custody of Balanced Paws. Owners are responsible for all consequences of any aggressive/destructive behaviours of their pets and must disclose to Balanced Paws Inc. all known dangers associated with their pet.

In no event shall Balanced Paws Inc. be liable for illnesses that arise during or after services rendered. Standard precautions will be used against the injury, escape, illness and death of a pet in our care. Balanced Paws Inc. will not be held responsible for injuries that occur, provided standard care and

precautions have been followed (as determined at the sole discretion of Balanced Paws Inc.). Balanced Paws' liability shall in no event exceed the lesser of the current tangible value of a dog of the same species or the sum of \$500.00 (Five Hundred Dollars) per dog transported, boarded, trained, groomed or day cared.

Group play is for social, healthy dogs, and not recommended for dogs with medical conditions which can be aggravated by excitement or rough play. Balanced Paws Inc. assumes no responsibility for the aggravation of any medical disorders caused by a dog's participation in group play.

Should a pet be found displaying signs, symptoms or behaviours deemed inappropriate, the owner will be contacted immediately and the pet will be safely contained while awaiting the owners' pick up. Future services may be refused until proof is provided that the problem has since been resolved, and at the sole discretion of Balanced Paws management.

The first and foremost concern is for the safety and wellness of the pets in our care. We reserve the right to utilize any tools (including but not limited to slip leads, martingales, cages and crates), if they serve to enhance the safety and care of the pet during transport, daycare, grooming, training or any other related services.

FINANCIAL AND PAYMENT POLICIES

Any prepaid cards or packages for any and all Balanced Paws services are non-refundable and non-transferable, unless Balanced Paws requests that your pet no longer attend the facility, in which case, the balanced of any such packages may then be reimbursed.

All cheques or payments returned due to NSF or like reasons will be charged an additional handling fee of \$45.00.

Payment is due for all services at the rate currently in effect on the date of attendance or the date when the services were rendered. Prices are subject to change without notice, and it is the owners responsibility to ensure that they understand the applicable rates for their pet(s) for the services in question

If payment is not received in full within ten (10) calendar days of our invoice date, said accounts in arrears can be subject to a \$30 additional late fee per week. If the outstanding amount is \$250.00 or over, in addition to the \$30/week late surcharge fee, and we reserve the right to apply interest charges on the total outstanding amount at the rate of 3% monthly, until the balanced is paid in full. In the event that a balance remains uncleared for over 30 days, Balanced Paws also reserves the right to refuse any further services and turn all delinquent accounts over to a collection agency, and as a result, the owner will be liable for all collection costs, attorney fees in addition to the unpaid balance and any applicable charges.

Balanced Paws reserves the right to allow established and regular clients to keep a running total, to be billed either bi-weekly or monthly via email, with payments received within ten (10) calendar days of the date-stamped for said invoice.

The preferred method of communication is via email or telephone, as it reduces unnecessary paper waste and postage fees. Hard copies/printed copies will only be made available upon request.

It is the sole responsibility of the owners/clients to ensure that all contact information necessary for receipt and payment of their invoices is kept up to date with Balanced Paws records. It is the sole responsibility of the clients to contact Balanced Paws as soon as any changes to said information is made. Clients must make alternate arrangements with Balanced Paws if invoices will not be received by email, and should do so prior to service commencement. Failure to ensure any of the above will result in the imposition of Balance Paws Late Payment Policies.

SERVICE and LATE POLICIES

Balanced Paws reserves the right to refuse any pet that appears sick or where its behaviour could risk the health and safety of other pets, owners or staff, for any reason and any time.

Drop off and pick up times for daycare is 7:30am - 6:00pm (Monday to Friday). Balanced Paws reserves the right to apply a late pickup fee of a minimum of \$1 for every minute after our hours of operation. Early drop offs and late pickups must be prearranged through Balanced Paws Inc.

Balanced Paws is open 5 days a week and closed during most statutory holidays. However, our care for your pets(s) under our Boarding services is 7 days a week and during all statutory holidays. There is a \$50 fuel surcharge for services solicited and rendered on weekends and \$75 on all holidays, not limited to pick-ups/drop offs and implementation of such surcharge will be left to the discretion of Balanced Paws. Hours of Operation run from Monday to Friday, 7:30 am to 6:00pm for daycare services, while petsitting/boarding pick up and drop offs can be arranged Monday to Friday and the occasional Saturday (by appointment, please).

**** All dogs MUST be ON-LEASH when dropped off to Balanced Paws****

If a pet is not picked up by the end of the business day or scheduled pick-up time, Balanced Paws will take whatever action it deems appropriate for the continuing care of that pet. Any and all costs related for this extended care will be reimbursed by the owner to Balanced Paws upon demand.

Owners are responsible for leaving an adequate supply of food and medications for their dog during boarding, for the entire period of care provided by Balanced Paws. Should food and/or medication supplies need replenishing, Owners will be responsible for reimbursing Balanced Paws for any costs related to replacing these, and may be subject to a \$25 replacement fee.

If an animal is not picked up within 14 days after the time the animal was due to be picked up, and no evidence of reasonable efforts were made on the Owner's part to contact Balanced Paws Inc., the animal shall be deemed abandoned, and that the Owner hereby relinquishes all legal custody and ownership of said animal into the care of Balanced Paws Inc. and its representatives. I understand that I (the owner) will still be financially responsible for all outstanding fees and applicable charges for services rendered to my account until the balance is paid in full.

CANCELLATION POLICY:

Cancellation of all booked services must be done so and within 24-48 hours of the scheduled service. Chances are that another clients' request for service during that time had to be declined. A cancellation or no show fee will be applied for all same-day cancellations and can be \$50.00 or up to the equivalent to 100% of the total service fees that would have been charged for that reservation.

EXTREME WEATHER AND/OR ILLNESS POLICY

Balanced Paws provides services regardless of sun, rain or snow. However, in the case of extreme weather we will make every effort not to disrupt your pets regular schedule and activities, but walks will not be guaranteed under these circumstances. Due to your pets individual considerations (breed, age, medical/health), we reserve the right to limit, reduce or cancel your pets regular scheduled walks if we feel your pets health would be compromised in such extreme weather.

In the unlikely event that we need to cancel daycare due to bad weather or illness/injury, the voicemail for Balanced Paws at (416) 465-0892 will be updated with this information as soon as possible, in addition, our Facebook page will be updated with a message indicating this cancellation, and emails and/or phone calls will be made out to owners of pups scheduled for services. Owners of dogs staying overnight and/or booked for services that day will also be contacted directly.

RESERVATION POLICY

Reservations for services are required and can be submitted either by email to daggie@balancedpaws.ca or by phone but must be confirmed by email or directly with Dagmar Paras. Preference will be given to established and regular clients. However, we will always try our best to accommodate everyone's schedules and service requests. We reserve the right to decline pick up and drop off services on Sundays and holidays.