



**BOARDING · DAYCARE · GROOMING**

10166 S Hudson Rd, Hudson, IA 50643

## **BOARDING GUIDELINES**

### **Pick Up and Drop Off Hours:**

**Drop Off Monday - Friday: 7:00 am - 5:30 pm**

**Pick Up Monday - Friday: by 11:00 am**

**Drop Off Saturday: 9:00 am - 12:30 pm**

**Pick Up Saturday: by 11:00 am**

**Sunday Pick up and Drop Off only: 12:00 pm - 4:00 pm**

**\*\*Early Drop Off. Need to arrive before opening? Give us 24 hours' notice, and we'll have a team member ready for a \$10 early-bird fee.**

**\*\*Late Pick Up After Closing. If animals are picked up after the closing lobby hours of 5:30 pm and are still onsite at 6:00 pm they're tucked into overnight lodging and billed at our standard lodging rate.**

**We know it's an anxious moment when you drop off your beloved 4-legged family member for a stay away from home. We're here to help organize your first visit and put your mind at rest. We hope the following information is helpful to you. It covers some of our most frequently asked questions, but please always feel free to contact our office by phone or email with any other questions you might have! We also welcome you to stop by for a tour at any time during our regular business hours, Monday through Sunday.**

## **HOW TO PREPARE FOR YOUR PET'S VISIT**

Buck's Kennels provides a variety of rooms for your pet's comfort. Before your pet's first stay, we welcome you to tour our facility to view the accommodations and play yards available for your pet's stay and play visit (Dogs are welcome to come along for the tour if they are current with all their vaccinations). For more information on our three styles of rooms available, please check out our Boarding page for room descriptions, rates, and pet boarding amenities.

Before your first visit, we will need you to complete a Pet Boarding Contract, which includes specific information to help us get to know your pet a little better and to help us make your pet's stay even more enjoyable. For your convenience, this contract can be found on the Useful Forms page. For a boarding visit, you will only need to fill out the "Pet Boarding Contract". We can also sign this contract upon your arrival and fill it out then

## **FORMS**

Please have the following forms completed and signed before arrival. All forms and agreements can be found on your customer Gingr portal

<https://buckskenels.portal.gingrapp.com/>. Use the **invite code 302700** to easily find your facility on the Gingr for Pet Parents mobile app.

- Pet Profile
- Service Agreement

## **VACCINATION RECORDS**

If we do not already have your most current vaccination records, you are required by Iowa law to provide us with your pet's vaccination records for Bordetella, Distemper, Parvo, and Rabies, with your pet's information and the veterinarian's information.

We require proof of vaccinations for all pets, and for a quicker check-in, we do recommend providing these to us ahead of time. Copies of vaccine records can be downloaded in our Gingr portal,

<https://buckskenels.portal.gingrapp.com/gingr>, with the **\*\*invite code 302700** to easily find your facility on the Gingr for Pet Parents mobile app. You can also email records to [BucksKennels10166@gmail.com](mailto:BucksKennels10166@gmail.com) to our office by either you or your veterinarian.

## **VACCINE REQUIREMENTS ARE AS FOLLOWS**

-DHLPP (Distemper)

**-Rabies**

**-Bordetella: (oral or injectable) must be administered at least 72 hours before your pet's arrival. The Bordetella nasal vaccination must be administered at least 48 hours before arrival.**

**A current vaccination record must be uploaded onto your customer portal, emailed to [BucksKennels10166@gmail.com](mailto:BucksKennels10166@gmail.com), or brought into the Kennel before your reservation. It must always be kept current for your pet to receive care. Vaccination records can be obtained from your veterinarian and emailed to [BucksKennels10166@gmail.com](mailto:BucksKennels10166@gmail.com).**

**Buck's Kennels takes all precautionary measures to ensure the health and wellbeing of every guest in our care through proper cleaning, disinfecting, and fresh air flow through our facility, having installed UV lights and iWave units in the ductwork to kill airborne bacteria.**

**Buck's Kennels reserves the right to refuse to accept a guest if it appears to us that the guest is sick, shows the presence of fleas, or their behavior could jeopardize the health and safety of other guests and our staff. Guests showing symptoms of diarrhea, vomiting, coughing, and/or sneezing will not be accepted into Buck's Kennels. These symptoms may easily spread to other guests. If your pet has any of these, please contact your veterinarian for treatment and keep your pet at home until they feel better. If symptoms are noticed during the stay, we will put them in a quarantine room with a bed, and owners will be contacted immediately for pickup.**

**Owners agree and are aware that vaccinations do not protect against all communicable illnesses that may affect a guest. Please note that many different airborne strains of viruses cause tracheobronchitis, also known as "canine cough". While vaccinating every year helps support immunity to some of the strains, it does not support immunity to all airborne strains, nor can it eliminate the risk of developing tracheobronchitis. This is not due to any circumstance or condition at our facility, and owners must agree that Buck's Kennels is not liable for any illness suffered by the guests during or after their stay, including, but not limited to, tracheobronchitis.**

## **SAFETY**

**Please bring your pet in on a non-retractable leash. Please discourage your pet from interacting with other pets in the lobby.**

## **MEALS**

Owners must provide appropriate food for the entire length of the guests' stay, which helps to avoid a possible upset tummy from a change of diet. However, if you forget your pet's food, we are happy to provide a nutritious Inukshuk 30/25 diet for an additional \$2.50 per day. Whether it's your food or ours, we will feed your pet according to your specifications. Here are some tips for bringing your pet's own food:

- When bringing your pet's own food, we ask that it be packaged in a way that can easily fit in your pet's individual labeled tub.
- You can pack each meal in individual baggies or small Tupperware containers, or you can pack all the food needed for your pet's visit in gallon-sized Ziploc bags. We have measuring cups to measure out the amount needed for each meal.
- Label all bags or containers clearly with your pet's name.
- Please refrain from putting any medications or supplements into individually packaged bags. It's easiest if you bring your pet's medications in their original pill bottles for us to dispense as instructed.

## **MEDICATIONS**

All medications must be provided by the owner in the original prescription container and properly labeled with written instructions from your veterinarian containing the guest's name, type of medication, dosage, and schedule with no handwritten changes. Administering medication, daily chews \$2 fee per day, and injections \$4 fee per day. We have a refrigerator/freezer for medication and food that must be chilled.

Owners can input their pet's medical information directly on our portal, and staff will go through all medical and feeding information at check-in. Owners will give staff all applicable information at that time.

## **PET BELONGINGS, BEDDING & TOYS**

We always provide comfortable bedding and dishes, but you are also welcome to bring your pet's own belongings with you. For our Suites, we provide an elevated Kuranda cot-like bed. Please make sure any personal belongings brought with your pet can be washed in hot water and fit in a regular-sized washing machine, as we frequently wash bedding and toys so that they are returned home clean. Bones, Kongs, and other refillable "Smart" or "Busy" toys are welcome and can be refilled by our staff throughout the day as needed. For safety reasons, we prefer not to offer rawhides during a stay. To help us keep track of your pet's belongings, please do the following:

- Label all that belongs to your pet's name.
- Check that you have all belongings when you pick up your pet. (Occasionally, an item may still be in the laundry room, or a toy can get left in a play yard!)
- Bring items that won't be missed if they get chewed or misplaced.

Our included housekeeping and laundry services will keep your pet's room fresh and clean all day long. Room service is provided throughout the day, supplying your pet with everything they (and you) ask for!

## **DO NOT BRING**

- Comforters, Large Bedding, Pillows, Rawhides, Water or Food Bowls (a slow feeder is allowed), Bulky Food Containers.

## **BOARDING**

All rooms are climate-controlled with air conditioning in the summer and heat in the winter. You are encouraged to bring your dog's favorite toys, blankets, and anything else that makes your dog feel at home.

Check-in of dogs can be handled anytime during business hours.

All dogs are taken outside 4 times a day in our privacy-fenced-in airing yards.

Dogs are let out separately unless from the same owner at the owner's request.

## **BOARDING CHARGES**

Our boarding rates are charged by the day, starting with the day your pet arrives.

### **AFTER 11:00 am FEE**

**\*\*We will implement a late pickup fee in the future as we become busier with the start-up.**

**If your dog is picked up after 11:00 am (excluding day care), you will be charged the amount equal to (1) additional night in that lodging unit.**

**\*\*We will notify everyone in advance before putting it into effect.**

## **OUTSIDE OF HOURS FEES**

### **EARLY DROP OFF**

Need to arrive by 6:30 am? Give us 24 hours' notice, and we'll have a team member ready for a \$10 early-bird fee.

### **LATE PICK UP AFTER CLOSING**

If your dog is picked up after the lobby closes at 5:30 pm, you will be charged \$45. Pets still on-site at 6:00 pm will be charged \$45 for overnight lodging and must be picked up by 11:00 am next morning.

There is an emergency outside of hours pick up/drop off option that will be approved on a case-by-case basis for a fee of \$45

*Dogs from the same household may share a room for a \$10 discount.*

## **RESERVATIONS**

To ensure all guests receive the most during their stay, reservations are required. All reservations can be made on our website through our Gingr app for your convenience or by phone during lobby hours. Our Gingr portal, <https://buckskenels.portal.gingrapp.com/gingr>, with the \*\*invite code 302700 to easily find your facility on the Gingr for Pet Parents mobile app. You can also email records to [BucksKennels10166@gmail.com](mailto:BucksKennels10166@gmail.com), or personally bring them to our office.

## **CANCELLATION AND NO-SHOW POLICY**

We realize plans are changing, and we try our best to accommodate all our customers' needs. To best serve all our customers, cancellation and no-show fees are in place because when we reserve a room for your pet, we turn away other guests interested in that room. Proper notification for a cancellation allows us to try to fill the vacancy.

CANCELLATIONS must be made 24 hours before your reservation, or you are a no-show, you will be charged a \$25 fee per animal.

## **HOLIDAY & PEAK SEASON DOG BOARDING INFORMATION**

There's a 2-night minimum stay, and a 50% deposit of the total stay cost is required to make a boarding reservation during peak season. To provide the best care possible, we must carefully manage the number of dogs in our program. This helps ensure space remains available for dogs that truly need us while allowing us to maintain a high standard of care for every dog we support.

## **HOLIDAY & PEAK SEASON DOG BOARDING CANCELLATION POLICY**

We strive to be as flexible as possible and will gladly accommodate changes whenever we can. However, last-minute cancellations, changes, and no-shows can prevent us from filling available rooms and may result in us turning away customers who would have gladly reserved that space. They also make it difficult for us to schedule the appropriate number of staff to care for every pet properly. We truly appreciate your understanding and cooperation as we work to provide the best possible experience for you and your pets.

If you need to cancel a reservation over a holiday or holiday weekend, you must do so during business hours at least 7 days before your check-in date to avoid a 50% deposit cancellation fee at the rate of the room reserved. Failure to call and cancel within this time frame will result in a charge on your account for a forfeited deposit.

Deposits can be taken from our office or via manual entry of a card over the phone.

*Please note: Early pick-ups, at any time, may result in your full scheduled boarding stay being charged.*

## **PEAK SEASON & HOLIDAY PERIODS**

- Easter: April 3 - 6
- Memorial Day: May 23 – 26
- 4th of July: July 3 – 6
- Labor Day: August 29 – September 1
- Thanksgiving: November 26 – 30
- Christmas/ New Year's: December 22 – January 2

## **WHAT TO EXPECT WHEN YOU ARRIVE FOR YOUR PET'S STAY**

We look forward to welcoming you and your pet when you come in for your stay. Here is a basic guideline of what to expect at drop off:

- Upon arrival, we will go through some basic information with you, including phone numbers to contact you while you're away. We'll also go over your feeding and medication instructions.
- At this time, you will also have a chance to add additional activities for your pet. (More information on this can be found below)
- Once your pet is checked in, we'll take them back to their room. We encourage all parents to tour the facility before dropping your pet off for their first visit, so that you already have a chance to view the rooms and will be relaxed and comfortable having our caring staff take your pet to their suite. If you arrive and haven't had a chance to see the rooms yet, you are always welcome to come back with us to see your pet's accommodation.

## **WHAT SORT OF ACTIVITIES ARE AVAILABLE FOR MY PET DURING THEIR STAY AT BUCK'S KENNELS?**

Our guests have a wide variety of activities to occupy them during their stay at Buck's Kennels. Every dog receives three play times each day in our large, grassy, fenced play yards. Also, check out the Add-On page for other fun activities offered for all our social doggie guests. You can sign your pet up for a half or full day of play. Staff will supervise your pet's play day and plan many fun activities for them throughout the day for some dog-gone fun!

At Buck's Kennels, our goal is to ensure that your pet enjoys his or her time away as much as you do, as we are committed to taking care of your pet like they were our own! We promise to demonstrate the principles of respect, understanding, compassion, empathy, fairness, and service in our role as your pet's caretaker. We love our guests, and it shows in everything we do!

If you have more questions, please visit our [Contact Us](#) page. We look forward to hearing from you!