



## Rules of the Turf

### WTD Hours of Operation

Monday–Friday: 7AM – 6PM

Saturday: 10AM – 4PM

Sunday: 3PM–6PM (Boarding drop off/pick up only)

### General Rules

- All dogs over six months must be spayed or neutered for boarding and daycare.
- All dogs must wear a nylon or leather collar. Dogs may come in with chain or prong collars that will be stored with their belongings.
- All dogs must arrive at We Talk Dog with a leash in compliance with City of Birmingham leash laws.
- All dogs are required to be on flea and tick prevention:
  - If fleas are found on your dog, you will be notified.
  - If we are not able to contact the owner within an hour, we will treat the dog. Treatment includes: Capstar and a flea bath with the cost varying on the size of the dog
  - If treatment is refused, the dog will need to be picked up immediately.
- Vaccinations must be current:
  - Distemper: Initial puppy shots required, booster thereafter.
  - Rabies: At 16 weeks of age, thereafter as required by law.
  - Bordetella: Yearly or 5 Days prior to boarding. (Follow your vet's recommendation as per the vaccine used.)
- We cannot accept dogs for any services if we do not have current vaccinations. Even if your dog has had the vaccinations, if we do not have the records, we cannot accept your dog into our facility. You may fax (205-202-5647) or email updated records ([reception@wetalkdog.com](mailto:reception@wetalkdog.com)) to us as soon as they are updated.
- A \$15 late pick up fee will apply to dogs picked up within 10 minutes of closing (M–F and Sun at 6PM and Saturday at 4PM). After the 10 minute deadline has passed, the dog will be checked into boarding with the rest of pack at the owners expense.
- WTD will not release your dog without payment for services. In cases where the dog is picked up and not paid for, a \$25.00 administration fee will apply. Our Guest Services team is happy to arrange pre-payments at drop off or take payment over the phone before pick up.

### Boarding and Daycare

- We require all dogs to be checked in for boarding a minimum of 1 hour before boarding check in times: M–F: 7:00 AM–4:00 PM; Saturday: 10:00 AM–3:00 PM; Sunday: 3:00 PM – 5:00 PM. A late check in fee of \$10 per pet will be applied to your bill. For the safety of our staff and the dogs, we do not accept dogs before or after hours of operation.

- Check out is at 12PM. If your dog is not picked up before 12PM, an additional \$25 will be charged for daycare or deducted from your daycare package.
- We require notification for extending a dog's boarding. A \$20 charge will be on your final bill if your dog is not picked up on the checkout day without calling or emailing us.
- Boarding reservations may be made online or by calling We Talk Dog. We do not require a deposit but have a 72-hour CANCELLATION policy. We require 72-hours notice for cancellation of reservations. The fee for canceling without proper notice is \$40 per dog. During peak holiday times, if a reservation is cancelled within 72 hours of check in, you will be charged for the entire reservation for your dog(s).
- For boarding guests, please provide food (treats, too, if your dog has an allergy) in individual zip lock bags for your dog.
- Special dietary needs are taken into consideration and any medications or supplements can be administered. Package medication separately with clear written or typed instructions. Please do not put medication in your dog's food.
- For guests who do not bring food, We Talk Dog can provide it for an additional charge of \$5 per day, per dog.
- Please make sure to label everything you bring for your dog.
- It is not necessary to bring towels, beds or dinner bowls.
- For sanitary and safety purposes, dogs staying one week or longer will be required to have a bath.
- Daycare appointments must be scheduled online or over the phone. If your dog is scheduled but will not be attending daycare, owners are responsible for canceling.

## Grooming

- Grooming appointments are by appointment only and require a minimum of two hours per dog.
- We are able to accommodate express grooming services for an additional charge if given enough notice.
- Our grooming salon is stocked with medicated and oatmeal shampoo, but we are happy to use any products brought from home.
- There is a "No Show" fee of \$25 if you do not show for your scheduled appointment.
- WTD groomers do not perform any service that will harm, cause severe stress or discomfort to your dog. This includes removing severe matts especially to keep a dog's coat a certain length.
- Dogs are never forced to be groomed when he or she is highly agitated. Issues due to owner neglect will be handled in the most humane way possible.
- As with all of our services, WTD reserves the right to refuse services for dogs with aggression issues, suffering from medical conditions or are elderly causing increased agitation or the likelihood of injury.