



Leon County
Pup Barn

Policies &
Customer Handbook

LEONCOUNTYPUPBARN.COM

Eff. 01/01/2024



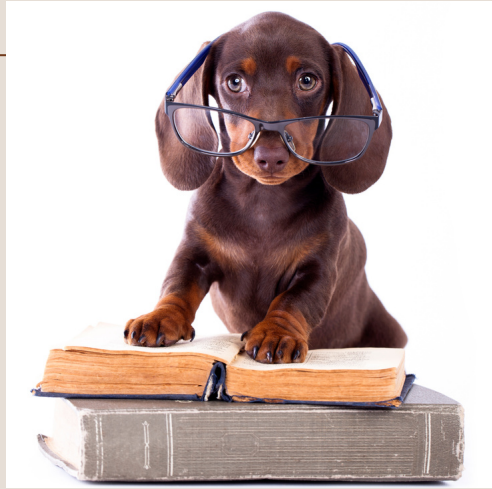
Hello

Never did we think when we moved here in 2013 that we would start a business catering to the dogs of Leon County, Texas. But, we quickly recognized a need in our community for quality dog boarding. We created Leon County Pup Barn to give dogs as much of the "home" experiences they are used to including, wide open spaces to play, fun human interactions, room to run, plenty of socializing, exploring, and a sufficient amount of cuddles. We have developed a caring philosophy that includes sending dogs home happy and excited to return next time.



We are honored you have chosen Leon County Pup Barn as your dog's home away from home. Thank you for confidence in our service. We cherish the time you allow us to spend with your fur baby.

Marc & Stephanie Richards



YOUR DOG WILL LOVE BOARDING WITH US!

Our specialty is boarding your dog without it feeling like a traditional boarding experience. We keep a small, manageable number of pups each day and give them boarding above and beyond other facilities. We run, play, explore, rest, and send them home happy to return next time.

QUESTIONS?

lovemydog@leoncountypupbarn.com

leoncountypupbarn.com

FB & Insta: @leoncopupbarn

(903) 626-0066

VACCINATIONS

Dogs staying at Leon County Pup Barn, LLC should have current vaccination records for rabies, distemper, parvovirus and bordetella. Vaccinations should be administered no less than 5 days prior to arrival for any stay.

Dogs should be on flea, tick and heartworm preventative.

Dogs not meeting these minimum requirements will be declined services, not allowed to stay and no pre-payment returned.

BEHAVIOR

The temperament of any dog staying at the Pup Barn must be one that they are easily handled by us and can not be human aggressive.

Our regular boarding and day camp services are intended for dogs able to be in a supervised, social-group setting with other dogs of different sizes, ages and energy levels.

Off-leash dogs must have a good recall when on trails, swimming, or playing on property. On-leash dogs can not pull to where it will harm them or their handler. If a dog is not leash trained and does not have good off-leash recall with us they will be allowed to play in the Barn Yard and not on property.

Inappropriate behavior in the dog world includes humping, excessive barking, over-correcting other dogs, one-sided play and/or rough play, body slamming, lunging and mouthing. Respect of boundaries should be afforded all. A dog's play style can not be aggressive so as to cause other dogs to feel fearful or defensive. Should any of these behaviors be exhibited by your dog and not correctable by us, we will move them to Solo Dog Care at owner's expense or allow owner's listed emergency contact to pick up dog without refund or credit.

Separating dogs for any reason takes extra time away from the group activities and will be charged to compensate for the added service. Solo Dog Care may be available for non-social dogs and is approved on a case-by-case basis.

HOLIDAYS & PEAK PERIODS

Below are the holidays and peak periods for 2024 that are subject to our Holiday and Peak Period policy. Under each holiday is the minimum nights and the period for which that holiday/period applies. Dates will change annually based on when the holidays fall and where in the week they fall.

Holiday and Peak stays require a minimum number of days and deposit. Please see our Payments and Deposits page for details on making a deposit.

Summer Peak Period does not require a minimum number of days (except during the 4h of July Holiday) but will be \$1 additional per day for each dog.

Checkout appointments before 9:30 AM will not be charged for day of departure.(eg. a 5 day stay is charged for 4 days if checkout is before 9:30 AM on that 5th day).

Spring Break

*Minimum 5 days
Friday school is let out to Sunday before it starts back*

Memorial Day Holiday

*Minimum 5 days
From Thursday before to Monday of Memorial Day.*

Summer Peak Period

*From 15 May - 15 September
+ \$1 each day per dog*

July 4th Holiday

*Minimum 5 days
July 1 - 7
Lobby closed July 4*

Labor Day Holiday

*Minimum 5 days
From Thursday before to Monday of Labor Day*

Thanksgiving Holiday

*Minimum 4 days
Wednesday before to Sunday after
Lobby closed Thanksgiving Day*

Christmas & New Year Holiday

*Minimum 4 days
December 21 - January 1
Lobby closed Christmas Eve & Christmas Day*

EARLY DEPARTURE

Early departure occurs when your dog leaves earlier than their scheduled date.

Payments made at arrival are non-refundable and non-transferable once checked-in. If your plans change during their stay and that shortens the reserved stay, we will no longer refund or transfer a credit for early departures. Changes made to a reservation prior to arrival for check-in *may* be considered for adjustment unless it is a holiday or peak period, including summer.

We recommend reviewing your reservation confirmation email and notifying us if your plans are shortened or change.

NO SHOW & LAST MINUTE CANCELS

Due to our small size, no-shows and last minute cancellations affect our ability to stay open to serve our community. Our clients help by quickly communicating with us when their plans change.

No show is when a client fails to arrive for their scheduled appointment. Any communication of cancellation less than 2 business hours prior to arrival appointment is considered a No Show.

Last minute cancellation is defined as any cancellation 48 hours or less before arrival appointment AND/OR any cancellation of Holiday, Spring Break, or summer dates less than 7 days prior to arrival date.

Clients who do not show up for their reservation ("No Show"), or who cancel their reservation last minute will be expected to pay 100% of their stay for future reservation requests.

Further, we reserve the right to decline holiday and peak period reservation requests entirely for anyone with any history of no show or last minute cancellations.



SPAY/NEUTER POLICY

In a group setting, it is advised that all dogs are spayed or neutered to prevent accidental litters. Leon County Pup Barn prefers that all dogs are spayed/neutered (altered) according to your veterinarian's recommendations and by 12 months of age.

WE DO NOT HAVE THE FACILITIES TO HOUSE A DOG IN HEAT.

Currently, we allow unaltered dogs to stay at the Pup Barn. If your dog goes into heat while at the Pup Barn they must immediately leave with you or your emergency contact. If you suspect your dog will go into heat, please make arrangements with someone who is able to properly secure your dog to prevent an unwanted litter.

Leon County Pup Barn is not responsible for an accidental pregnancy or subsequent litter if your dog goes into heat.

RESERVATIONS & WAITLIST

RESERVATIONS

Reservations are encouraged. We rarely have last minute accommodations for holidays, peak periods, weekends and summer.

To request a reservation, we recommend visiting our website to access our online reservation system.

- From the Home Page of leoncountypubbar.com
- tap the "Click Here to Reserve Now" button.

Once you enter a few details we will receive notification of your request and review. You can also call, text, or email your requests.

All reservation requests are reviewed. Confirmations, waitlist or decline notices are sent to the primary email you provide.

WAITLIST

If a reservation request is entered and our calendar isn't open for those dates or the requested dates are sold out, you will be prompted to join our waitlist.

A waitlist reservation is not a guarantee of availability for the dates requested. **If you reserve dates that are on a closed calendar, we can not guarantee we will have the dates available when that month is opened.**

Once we accept a waitlist reservation we will send confirmation including deposit request, if any.

APPOINTMENTS

Our "Lobby Hours" are set aside for arrival and departure appointments and Sniff Arounds. They are limited so we are able to care for the dogs which are entrusted to us and to keep a structured schedule. We are open for appointments each morning of the week between 7:30 AM and 11:00 AM. We offer an afternoon period primarily for late departures on weekdays from 4:00 PM to 5:00 PM. We do not have afternoon lobby hours on the weekend.

Should you find yourself arriving at our facility 10 minutes earlier or later than your scheduled appointment, please call or text us so that we can make adjustments, if possible.

ARRIVAL APPOINTMENTS

Daily arrival appointments begin at 9:00 A.M., Monday through Saturday. Sunday mornings are for departures only.

Each arrival appointment allows for 10-15 minutes to allow for goodbyes, provide us stay instructions, and pay for their services.

Except in extreme weather, we move other dogs from the kennel space and into the Barn Yard to give you and your dog a quiet and calm entry into the Pup Barn. We have found this minimizes anxiety, and allows your dog to acclimate into a calm and gentle environment before jumping into all of the Pup Barn fun of greeting new and old friends.

DEPARTURE APPOINTMENTS

Daily departure appointments begin as early as 7:30 AM every day. As long as your departure appointment is before 9:30 AM, we will not charge you for the day of departure.

We will keep all dogs inside for departure appointments and bring your dog and their belongings outside.

URGENT & EMERGENCY CARE

Our first priority is the well-being of your dog and other dogs in our care.

Any situation where a dog is potentially sick, found with parasites, injured, or in need of emergency veterinary attention is considered urgent and/or emergency care.

We require a reliable Emergency Contact to be provided for all of our clients.

Should we find ourselves in a situation of needing to take your dog to a vet we will attempt to:

- Contact the dog owner
- Contact the emergency contact
- Contact the veterinarian on record
- Provide transportation to closest veterinarian available

For treatment, we may attempt all of the steps above or only the ones we find best addresses your dog's needs. Again, the first priority is the well-being of your dog and the dogs in our care. Please let us know if we need to update your emergency contact information.

If your dog is found to have parasites of any type, we will notify you of the parasites but will require treatment and/or for your emergency contact to pick up the dog to prevent infection of other dogs.

Any costs incurred on behalf of the dog during an urgent or emergency situation, including for transportation, picking up medication and veterinary costs, should be arranged by the dog's owner prior to the dog's departure.



UNSCHEDULED CARE & ABANDONMENT

Unscheduled Care is additional care we provide after a dog's scheduled departure appointment.

Abandonment occurs on the 7th day after the originally scheduled departure appointment when an owner has not made other arrangements for their dog's departure from our facilities.

Delivery of your dog to Leon County Pup Barn, LLC constitutes your acceptance of all policies including when a dog is not picked up and the owner has not arranged for additional food. The Pup Barn will take actions necessary to continue the care of their dog. Should expenses be incurred, owner is responsible to pay all costs and fees to continue the unscheduled care.

Further, if the dog is not picked up as scheduled, and other arrangements are not made, by the end of business on the 7th day past the originally scheduled pick-up date the dog will become property of Leon County Pup Barn LLC and will be rehomed in accordance with chosen rescue group rules.

We recommend that all dogs have 1-2 additional meals and any medications in case your travel plans are delayed to return you back home to your dog. Should this happen, please notify us as soon as possible.

PAYMENTS

We collect the balance of your reservation at check-in arrival. Payments made at arrival are non-refundable and non-transferable once checked-in. If your plans change during their stay and that shortens the reserved stay, we will no longer refund or transfer a credit for early departures. Changes made to a reservation prior to arrival for check-in may be considered for adjustment unless it is a holiday or peak period, including summer.

We accept cash, checks, and credit cards. We do not accept PayPal, Venmo or other “cash app” payments.

Cash: As we keep a minimum amount of change on hand, we do request that exact change or smaller bills are used.

Check: We do not accept checks drawn on banks where a currency conversion is required.

Credit Card: We accept credit card payments online and in person. Online payments can be made by logging into your account through our website, selecting My Account, Outstanding, Pay, and completing the payment information before submitting.

[leoncountypupbarn.com](https://www.leoncountypupbarn.com)

DEPOSITS

We collect deposits for holiday and peak period stays. When required, deposits are 50% of the reserved stay and transferrable if cancellation is 7 or more days prior to arrival. If your dog's reservation requires a deposit, it is due upon receipt of the email request unless otherwise arranged.

We will not hold space without a deposit if one is required.

Transferred deposits must be used within the calendar year they are due or are forfeited.

WHAT TO PACK

You should send a well-fit collar or harness that does not slip off and enough food to last the entire stay plus a meal or two. If your dog takes medications or supplements they should come in their original bottles. Do not mix supplements or medications into bags of food.

Leon County Pup Barn provides food and water bowls, a raised bed, toys, leashes and blankets (upon request). We also have free treats as well as treats to purchase.

If you send a bed, blanket, or stuffed animal, please ensure that it will easily fit inside a washing machine and not require bulk settings. Otherwise, should a mess occurs we will only be able to hose off and air dry bulky items.

We can not be held responsible for damage done by dogs to property left at Leon County Pup Barn. Please keep any sentimental or valuable items at home.

Personal items sent which have a strong odor will be aired outside, stored and not brought into the Pup Barn.

FOOD

Food should be packed into a baggie by meal for each dog on short stays. For longer stays we will accept gallon size bags and/or air-tight containers if they fit in the space in front of the kennel.

We do not have space to store opened dog food bags of any kind. And we do not want to bring in food in a bag that does not seal completely. Therefore, any food sent that is not in an airtight container or zipped baggie will be sent back with owner.

MEDICATIONS & SUPPLEMENTS

Leon County Pup Barn administers medications and supplements upon request. We do not charge to medicate your dog during their stay.

When sending medications and supplements we require the original containers and written instructions on our medication form.

It is the dog owner's responsibility to provide enough medication and/or supplements for the duration of your dog's stay. We recommend you send an extra day in case your return is delayed.

POTTY POLICY

All dogs are required to be potty trained to relieve themselves outside in order to stay.

If a dog is placed in our care who consistently relieves itself inside, whether marking or going to the bathroom, and regardless if it is potty trained at home, the owner will be subject to an additional per day Sanitation Fee.

Our Sanitation Fee is \$10/day additional.

We give all dogs a very wide berth for circumstances surrounding excitement and stress. We choose to err on the side of caution when determining if a fee should be charged and will assess each dog on a case-by-case basis.

We provide pee pads for Puppy Care only. All others requiring a pee pad will be charged \$2/pad.

HEALTHY DOGS

We require that all dogs are healthy for the 30 days preceding their stay with us. Any illness, injury or surgery occurring less than the 30 days prior to arrival should be discussed with LCPB to determine if boarding and/or day camp is an appropriate and safe environment for your dog and other dogs in our care. Written permission from your veterinarian could be required to allow your dog to stay after surgery or illness.

All dogs should be vaccinated against communicable diseases, worms and fleas. Minimum vaccinations are Rabies, Distemper, Parvovirus and Bordetella. Minimum parasite treatment are flea, tick and heartworm. A dog not vaccinated or with lapsed vaccinations at the time of reservation must have vaccines administered a full 5 days prior to check-in date at LCPB.

POTENTIAL EXPOSURES

With the interaction of dogs, there is the chance of injury and the possibility of infectious diseases being passed between animals. (Imagine a human childcare or elementary school scenario) We require that all dogs coming to the Pup Barn are vaccinated, healthy and have a good temperament for boarding. Even then, there is still the potential for exposure to illness and injury while staying with us. Dogs from different families play in small, monitored groups where they interact off-leash. It is inherent in group play for dogs that, during play, nicks and scratches may occur. We may not detect all of these while in our care. We quickly intercept and discourage rough play up to and including separation from group play. As with any group play, accidents can happen and we will report what we do observe and follow our treatment protocol.

With dogs, Canine Cough and Upper Respiratory Infection can spread quickly in a kennel setting. It is important that we are notified of any cough your dog has before coming to our facility. Equally important is if your dog develops a cough after leaving our facility as we could be one place the dog contracted the cough.

Vaccinations are required on all dogs. We disinfect our kennels against specific viruses. As with the human childcare scenario above, we can not guarantee a virus will not be transmitted. Due to the nature of a group environment, the dog owner assumes all risks of injury or illness to their pet for boarding/daycare.

If the owner does not want their dog to have contact with other dogs during their stay, it is the owner's responsibility to notify Leon County Pup Barn prior to boarding/day camp.

It is important to note that many illnesses are airborne and simply separating a dog does not guarantee non-exposure.

GERIATRIC & FRAGILE DOGS*

We love visits from dogs with a few more years of experience in their world. We enjoy pampering dogs with conditions which require additional handling. It should be noted that we recommend you consider the best option of accommodations for your elderly and/or fragile dog. That may mean your best option could be in-home sitter services from someone else.

Our facility is small and does not provide isolation areas for unwinding away from noises other dogs make. As such, we like to point out a few things that are applicable to our geriatric pups and dogs with known or unknown medical conditions.

Geriatric

When older dogs board they could be subject to a greater deal of stress/anxiety due to removal from their normal, home environment and routines. This stress can cause underlying conditions (i.e. heart, liver, kidney disorders) to become active. Which can, in turn, result in illness or death of your dog. If you choose to board a geriatric dog, we will always give them the respect and attention the old pup deserves but the dog owner assumes all of the added risks associated with boarding them.

Medically Fragile

When medically fragile dogs with a known condition(s), whether being treated or not, is put into a new environment, removal from the normal, home environment and being placed into any boarding facility can cause that condition(s) to exacerbate. This could cause the known conditions to worsen, or underlying conditions to become active. Which can, sadly, result in further illness or death.

GERIATRIC & FRAGILE DOGS*

Again, we recommend you consider the best option of accommodations for your elderly or fragile dog. We will always follow the care instructions given to us at check-in and give your dog the Pup Barn experience they can manage but the dog owner assumes all of the added risks associated with boarding a medically fragile dog.

**When in doubt, we may ask for the dog's veterinarian to approve their physical ability to stay in a boarding environment. We do this to ensure there are no underlying conditions that you may or may not be aware of which could become active due to added stress of being removed from their normal home environment.*



We say it as frequently as we can and mean it from the bottom of our hearts that we are honored to care for the dogs of Leon County. When your dog stays with us they become "our" dog during the stories we tell to our friends and family about your pup. Being their home away from home is our pursuit. Being their friend is our goal. Being trusted by their family is our rule!



"A dog is one of the few things in life that is exactly what it seems."

-unknown



CONTACT INFO.

lovemydog@leoncountypupbarn.com

leoncountypupbarn.com

FB & Instsa: @leoncopupbarn

903-626-0066 (voice & text)

PLEASE USE YOUR PREFERRED METHOD OF COMMUNICATION ABOVE. WE ARE ON FACEBOOK AND INSTAGRAM AND RECEIVE MESSAGES AT BOTH. CALL OR TEXT FOR THE FASTEST RESPONSE.

We normally do not respond to calls, texts, messages, or emails after 5:00 PM on weekdays or 11:00 AM on weekends.

If yo have an emergency, please call and/or text for our fastest response.