

# Policies & Procedures

Here's some info to help your stay run smoothly and maximize your pet's fun!

**IMPORTANT:** We love to welcome your best friends! But please keep in mind that we're servicing many families at once, scheduling boarding, training, consultations and more. Therefore, it's VITAL to our business that all clients are respectful of drop off/pick up windows. **If you're unable to make the drop off/pick up time you've committed to, please text/call immediately or you'll need to reschedule to the next available window.** We love you all, but cannot make exceptions that derail other clients' appointments or the business schedule. Thank you for your continued support and understanding!!

## FOOD: Plan ahead and Plan for EXTRA!

Help us keep your buddy's tummy full by providing ample food while you're away.

Please pack:

- 2 pre-portioned baggies of food per day, each labeled with your pup's name
- 1 extra day worth (2 baggies) just in case

**PLEASE NOTE:** If more food is needed for your pet, additional food and shopping costs will apply and will be added to your final payment! We can always send home any extra meals.

## DROP OFF & PICK UP: Help us help you!

All drop off & pick up times are subject to availability. Please reach out to Tiffany directly to request your specific time to meet at Monarch with your pet.

### Monday- Friday

Drop Offs: 8:00am - 8:00pm

Pick Ups: 9:00am - 8:00pm

### Saturday & Sunday

Drop Offs: 9:00am - 8:00pm

Pick Ups: 9:00am - 8:00pm

*\*\*Standard days of week and times may vary near holidays so please inquire to be sure you reserve the time you prefer!*

At Monarch Premier Dog Training, we pride ourselves on allowing clients to choose their own drop off and pick up times. Help us continue to allow such a wide window of availability by immediately notifying us of any delays. We are always excited for your arrival, so please call or text before you're late (NOT after).

**PLEASE NOTE:** When you commit to a drop off/pick up time, we plan for it. Our time is very valuable to many pets and families so PLEASE communicate if you will be more than 10 minutes early or late.

**We value your time and appreciate your respect for ours!!**

## PAYMENT: Full payment is due AT or BEFORE pickup please!

Communication about cost of your visit will be discussed prior to your pet's stay! If cost is incurred for additional services (urgent vet visits, buying more food, optional grooming, etc.), you'll be notified before pickup so you can plan ahead.

**REMINDER:** While this facility is located at our family home, Monarch Premier Dog Training is a bona fide business. Please respect all policies and procedures by making your payment AT or BEFORE your scheduled pick up. Your balance is due in full at that time, NO EXCEPTIONS.

## FOLLOW US: Keep up with the fun!

We love to post pics and videos of our guests having fun! [CLICK HERE](#), then "like" and "follow" Monarch Premier Dog Training for updates on your best friend(s) while you're away!