



www.southpawacres.com
boarding@southpawacres.com



Faye Nowell, Proprietor
5550 W. Gillespie Bridge Rd.
Columbia, MO 65203
(573) 446-ARFF (2733)

Policies & Procedures

Interview Requirements

All dogs must pass a pre-entry evaluation (interview) before being admitted to South Paw Acres. After making an appointment for your interview, please bring a copy of written verification from your vet that your dog is up to date on all vaccinations, including Bordatella, to the interview. You will also need to bring the completed Application for Enrollment and the Boarding and Day Care Agreement, downloadable from the web site. Once approved for the program, all dogs must have a reservation for boarding or day care services. It is recommended that reservations be made as far in advance as possible. Major holiday reservations will fill up weeks in advance, so schedule early!

What To Expect

The dogs at South Paw Acres will be active and probably play hard with some of the other dogs. It is not uncommon for the dogs to get a little dirty, wet, or perhaps get a scrape or scratch from all the activity. This is the nature of the fun! Even though they nap during their play day, dogs are often very tired after a busy day at SPA and may go home and sleep for an extended period of time. This is normal! Just enjoy the extra quiet time you get that evening.

Some dogs may act very differently in high energy play group situations than they do when in their normal environment. Dogs that tend to be nervous or anxious in new situations are not usually suitable for this kind of group interaction. Should it become evident that your dog is exhibiting any aggressive behaviors and/or excessive barking at other dogs, your dog may be asked to leave the program. This is for the safety and harmonious interaction of all the dogs, as well as a courtesy to our immediate neighbors.

Boarding

Larger dogs reside in their own building with their own yard, complete with a pond to swim in. Separate accommodations are now available for smaller dogs. This ensures maximum comfort for all of the dogs boarding with us. Please bring your dog's food with him for boarding. Bowls, collars, leashes and kennels are not needed. An old blanket or familiar bed from home is fine to bring, but know that it may get torn up or soiled while at SPA.

The day your dog arrives counts as one full day of boarding, regardless of the time you arrive at SPA. Check in and out times are 9-10 a.m. or 5-6 p.m., Monday through Friday, and Saturday/Sunday 11 a.m. to 12 noon. If your pet leaves SPA in the morning, there is no charge for boarding that day. If your dog is at SPA for the remainder of the day (i.e. up until 6:00 p.m.), you will be billed for regular day care charges.

Day Care

Day Care services are offered Monday through Friday to dogs that pass a pre-screening interview and a trial day of day care. Pre-paid packages are offered and can be outlined for you upon request.

Medications

Prescribed medications are administered at no charge.

Hours of Operation

SPA is open by appointment only. Office hours are Monday through Friday, 9-10 a.m. and 5-6 p.m., and Saturday/Sunday, 11:00 a.m. - 12 noon. Please let staff know your estimated time of arrival, whether dropping off or picking up your dog.

Holidays

Day care, boarding pick-up or drop-off is not available on major holidays*. Dogs boarding over any major holiday must be picked up/dropped off before or after the holiday date, by appointment only. A deposit may be requested for reserving space over major holidays.

*Major Holidays

New Year's Day • Easter Sunday • Memorial Day • July 4th • Labor Day • Thanksgiving Thursday / Thanksgiving Friday • Christmas Eve • Christmas Day • New Year's Eve

Food & Snacks

Your pet will be given dog biscuit treats 2-3 times each day, and once or twice more in the evening, if boarding overnight. Also, your dog will be offered a rawhide chew treat or a dental chew bone each day. Please bring your pet's normal food with him when boarding, as it is better for their digestion and ease of routine. Dry dog food works best for feeding in a group situation.

Bathing & Parasites

Baths are offered and charged according to size of dog. This includes a basic coat-conditioning shampoo and conditioner. Nail trims are also offered, provided the dog will allow it to be done. It is expected that your pet arrive at SPA basically clean and free of all parasites (fleas, ticks, worms, etc.). It is best for all concerned if these issues are dealt with prior to coming to South Paw Acres. Should your dog exhibit signs of any parasites, you will be notified and a treatment plan will be implemented at your expense.

Inclement Weather

If you cannot pick up your dog due to dangerous weather, no late fee will be assessed. Likewise, if staff feel the weather poses too great a threat to daily activities, you will be notified of cancellation of services for that day. Any pre-paid time or reservations at SPA can be rescheduled at no cost.

Emergency Procedures

In the event your dog becomes ill, you will be notified immediately. If you cannot be reached, your preferred vet will be contacted. You are responsible for charges of any reasonable medical treatment administered to your dog. A local vet is on call for SPA and may be contacted.

Payments

All payments are due at the time you pick up your pet from boarding or day care. During busy boarding seasons (i.e. major holidays), you may be asked for a deposit to hold your reservation. Cash or local checks are accepted.

