

AYBNC'S COMPANY POLICIES

- We require proof of current vaccinations for all services rendered at AYBNC. Rabies, Distemper Parvo, Bordetella and current Flu vaccine. There are no exceptions unless authorized by your vet with vet signature and signed medical liability waiver.
- All vaccinations must be dated 1 week prior to scheduled appointment. If not, we cannot take your pet.
- AYBNC is not responsible for managing your vaccines. This is solely the responsibility of the pet owner.
- All grooming appointments **MUST** be on time. AYBNC will allow up to 15 mins past your scheduled appointment time unless authorized. Otherwise appointment will be rescheduled. It is imperative to keep on schedule as our clients have schedules of their own to keep. Please let us know if you are on a time-schedule.
- Our staff will call upon completion of your pet's groom. A One-hour pick up window is allowed before daycare fees will apply unless prior authorization.
- If you are a No Show for grooming appointment, there will be a charge of \$35 which must be paid before any other appointments can be made.
- A deposit of \$75 is required for all Hotel stays.
- Hotel cancellations must be made 72-hours prior to scheduled stay for deposit to be refunded. Holiday cancellations must be made two weeks prior to stay, otherwise, you are responsible for the entire stay scheduled.
- If you change your confirmed drop-off or pick-up dates, you are responsible for \$25 per day of the original reservation.

- **HOTEL CHECKOUT** is 8:30- 12:00. If picking up after 12:00 noon, A daycare fee of \$30 per dog will apply.
- **DAYCARE** is \$30 per day. M-F 7:00 - 6:00 pm and Saturday 7-2pm.
- A medication Fee of \$5.00 / day will apply **ONLY** for dogs on insulin.
- We conduct tours of our facility Monday – Friday 10:30 – 3:30 and Saturday 10:00 - 1:00. **ABSOLUTELY** no one is allowed in the back after tour hours.

Unlike most facilities in our industry, there is no additional or hidden costs for Special diets, long walks, outside time, cuddles and kisses, and all the playtime your pet can handle. This is all included as we feel this is important for a dog's well-being.

Our staff is certified in pet CPR and first-aid as we are a training facility in Northwest Indiana. We have two “House Veterinarians” on call should we need them.

We are all Professionals and do our job well.



CARING FOR ANIMALS ISN'T JUST WHAT WE DO, ITS WHO WE ARE!!!