

CUSTOMER HANDBOOK

POLICIES AND WAIVERS



ABOUT US

Our purpose is to provide dog owners with an alternative option for their dogs to receive the proper care that caters to their dog's physical and emotional health.

It is our mission to create a healthy, safe, and comfortable environment for dogs and their owners to learn and develop social skills while having fun.

With you in mind, the vision for MaryMac's is to continue to provide dog owners have a safe place to bring their dogs, socialize and meet other dog owners, and to learn about the healthiest and latest trends for dog care.

What We Promise:

- A peace of mind for dog owners when leaving their dogs in our care, especially if their dog is anxious.
- Safety for all dogs in our care.
- Consistently educate our staff and pawrents on the latest trends in pet care.
- Most importantly, have fun!

OUR PLEDGE TO CLIENT'S PETS

1. We will care for all pets with kindness and will place their welfare above all other business considerations.
2. We will provide Security and Safety for all pets in our care by means of proper facility design, good screening and handling procedures, and by keeping all pet areas free of potential hazards.
3. We will maintain a sanitary environment for all pets in our care.
4. We will provide vigilant supervision of all pets by competent, conscientious personnel and will respond appropriately to any sign of inappropriate behavior, distress or emergency.
5. We will provide individual water containers and clean water to boarded pets and maintain clean containers of water available for all daycare and groom dogs throughout the day.
6. We will ensure an adequate and proper diet is provided to each pet per facility policy.
7. We will seek veterinary assistance whenever appropriate. The choice of veterinarian will be governed by our emergency care policy.

OUR PLEDGE TO CLIENT'S PETS CON...

8. We will require proper immunizations for all pets, as specified in our admission/enrollment procedures.
9. We will administer owner-provided or veterinary-prescribed medication in accordance with instructions.
10. We will take appropriate measures to control parasites within the facility environment.
11. We will maintain facility temperatures within healthful limits, and will take appropriate precautions to protect boarded pets with special temperature requirements.
12. We will provide protection from the elements and from excessive exposure to the sun, heat and cold for all pets.
13. We will provide adequate ventilation to minimize possible exposure to harmful bacteria or viruses.
14. We will provide comfortable levels of light in all pet areas.
15. We will provide individual sleeping areas for boarded pets, and private areas for daycare dogs when separation from the playgroup is necessary, all of which are large enough to accommodate normal postural movements.
16. We will provide adequate exercise and play areas, which are safe, clean and large enough for each pet to exercise and/or play properly and safely.



POLICY

Aggressive Dogs:

If your pet should bite a person or another animal, the owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income, and equipment damage. MaryMac's Doggie Retreat reserves the right to refuse service and/or adjust prices for aggressive or difficult dogs.

Size Restrictions:

Effective immediately MaryMac's Doggie Retreat will not provide services to intact males/females over 50 pounds, unless they have been previously serviced by MaryMac's Doggie Retreat within the months of January 2022 and April 2022.

POLICY CONT...

Cancellations and NO CALL NO SHOW appointments:

If you must cancel your boarding, day boarding, day training, grooming, or doggie daycare appointment please give us 48 hours notice so that we can offer your slot to other clients who are waiting to schedule with us. There is no charge for rescheduling more than 48 hours in advance. Cancellations or reschedules made within the 48-hour window of your scheduled appointment will be charged to your package, card on file, or your deposit will be nonrefundable. If you do not call or show up for your appointment you will be charged the full amount of said appointment. This will be charged to your card on file or be expected to be paid at your future appointment.

Media Release:

MaryMac's Doggie Retreat has permission to use for promotional purposes photographs and videos taken during your pet's scheduled time at MaryMac's Doggie Retreat.



POLICY CONT...

Vaccinations:

In order to participate in MaryMac's Doggie Retreat offered services your dog must be current on vaccinations according to your veterinarian's recommendations. We require your dog to have updated Bordetella, rabies, and DPPHL vaccinations unless you can provide a written exemption certificate from your veterinarian, Lepto and K9 influenza are recommended vaccines but not required. Staff must have or have seen a copy with veterinarian letterhead with proof of vaccination.

Treatment of illness:

You agree that In the event that your dog becomes ill while under our care we reserve the right to seek treatment as needed. We will attempt to contact you with any changes in your dog's health. If a pet were to become deceased while under our care, the remains will be held until arrangements are made with the owner.



POLICY CONT...

Accident and Liability Waiver:

You accept and assume all risks associated with having your pet at MaryMac's Doggie Retreat. These include, but are not limited to, the risks of any and all injuries to yourself, your dog, and any third parties who may be with you; the risks your dog may cause injury to other persons and/or dogs. I hereby waive, release, discharge, and agree not to sue, defend and hold harmless MaryMac's Doggie Retreat employees and contractors from any and all injuries, losses, and damages arising from my dog's participation in all MaryMac's Doggie Retreat offered services.

Daycare Full and Half Day Rules:

You agree that you have read and understood the following policy. A half-day of daycare is 4 hours or less. If your dog is here for more than 4 hours they will be charged for a full day of daycare.

POLICY CONT...

Food:

If food is not provided by the owner we will feed the appropriate food and charge as needed for feedings. If your dog is struggling and staff feels a chew or stuffed Kong would benefit them you will be charged as needed for these add-ons.

Pick up and Drop off:

Daycare is open Monday-Friday during the week (Holiday hours may vary). Check-out times are 12:00pm for boarding and morning half-days of daycare; and 6:00 pm for evening half-days of daycare and full days of daycare. If you are late to pick up your dog they can stay for a full day of daycare and/or they will be boarded overnight. If a staff member is able to stay with your dog until you pick them up a \$15 charge per 15 minutes that you are late will be added to your service charge. Drop-off hours for daycare are 7:30-9:00am and 1:30-2:30pm. You can drop off your dog for boarding between 7:30 and 11:00 am Monday through Saturday. Sunday's pick-up/drop-off hours are 8:00 am – 10:00 am and 4:00 pm-6:00 pm (please ring the doorbell for assistance as there is minimal staff in the building). There is no pick-up or drop-off on holidays.

www.marymacsdoggietreat.com





POLICY CONT...

Grooming:

MaryMac's Doggie Retreat groomers reserve the right to adjust grooming prices per dog given matting, conditioning of coat, temperament, and handling. MaryMac's Doggie Retreat reserves the right to use a muzzle while grooming if necessary. We reserve the right to refuse service for aggressive/difficult dogs at any time before or during grooming and charge an additional handling fee for such dogs in addition to the grooming charge. Your deposit will be retained for no-call no-show appointments. We reserve the right to refuse services to your dog if deemed infested. The owner will be charged appropriately for the cleaning and sanitization of affected workspaces.



POLICY CONT...

Evaluation for Daycare and Boarding:

To be accepted, a behavior and health questionnaire must be filled out. While it is being reviewed, a MaryMac's Doggie Retreat associate will take our prospective guests around the daycare and introduce them to a possible playgroup. A general behavior assessment will be taken and some daycare consultation will be provided to you. The whole process will generally take 30 minutes to an hour. This process is to ensure the safest facility allowing for the most fun! Appointments are **REQUIRED** for this initial assessment.

We try to keep an open-door policy for all of our already enrolled guests to drop off, however, reservations are highly recommended so please give us a call beforehand so that you won't have to turn back around when you get here.



POLICY CONT...

Boarding Policy:

All dogs boarding with MaryMac's Doggie Retreat must meet the same requirements as our doggie daycare dogs. Dogs are free to roam in a kennel-free environment and will only be crated UPON REQUEST of the pet parent. However, if our staff finds it necessary to crate for any reason, MaryMac's Doggie Retreat reserves the right to crate immediately. We will contact you by email or phone should an incident occur where crating is necessary.

Package Expiration Dates:

All daycare packages hold an expiration date of 30 days from the date of purchase. Any unused days remaining after the expiration date are forfeit and will no longer be valid for use at the MaryMac's Doggie Retreat. No refunds will be issued for days remaining after the expiration date.



POLICY CONT...

Package Expiration Date Continued:

I am aware that all MaryMac's membership fees and package fees are non-refundable. Unless I notify MaryMac's at least ten days prior to the expiration date of my membership or package, I understand that the membership and/or package may be automatically renewed (at the then-current price plus applicable sales tax) for an additional similar period.

Emergency Vet Care:

We are partners with Metairie Small Animal Hospital, 101 Metairie Rd, Metairie, La 70005.

In the case of emergency care, our staff will notify all parties of any dog injury situation. If the owner is unable to pick up the dog in a reasonable amount of time, MaryMac's Doggie Retreat is authorized to seek immediate medical attention from either vet partner. All charges prepaid by MaryMac's Doggie Retreat will be reimbursed by patient owners. Any further financial compensation is to be worked out by the owners of the dogs involved.

POLICY CONT...

Emergency Vet care continued:

The owner will reimburse MaryMac's Doggie Retreat for any charges related to emergency care including the full cost of the vet invoice plus a professional service fee (20%). I agree to indemnify and hold harmless MaryMac's Doggie Retreat for all and any results thereof.

Abandonment of Animals:

My dog shall be considered abandoned, and the legal property of MaryMac's, after fifteen days of no communication with MaryMac's at which point MaryMac's will have the right to keep or re-home the dog. Should I abandon my dog I will be responsible for any and all costs of the dog's care up until the date that MaryMac's re-homes the dog.



POLICY CONT...

Arbitration:

I agree that any controversy or claim arising out of or relating to this agreement, or the breach thereof, shall be settled by arbitration administered by the American Arbitration Association under its Arbitration Rules. The number of arbitrators shall be one. The place of arbitration shall be New Orleans in the State of Louisiana. Judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. In the event that I submit for arbitration, I agree to do so as an individual and not as a participant in a class action against MaryMac's. I acknowledge that should the arbitrator's decision be rendered in MaryMac's favor I will reimburse MaryMac's for all court costs relating to this claim.

CREDIT CARD CHARGES

I authorize MaryMac's Doggie Retreat, LLC and its affiliated entities and agents (hereinafter individually and collectively referred to as "MaryMac's"), to maintain my credit card number on file and charge purchases made and/or services rendered against the card at the prices in effect at the time of the transaction. I authorize MaryMac's to "Pre-Charge" my credit card at MaryMac's option at either the time of my making a reservation or at the commencement of my dog's usage of services. This Pre-Charge will be in the approximate amount of the cost of services to be rendered. In the event that my dog does not use the services for which I have been Pre-Charged, MaryMac's will credit my card for the full amount, less any applicable cancellation fee. "Final Charges" are those charged against my credit card at the conclusion of my dog's stay and/or when services are rendered. Final Charges will be in an amount sufficient to pay my bill in full, and all charges, other than Pre-Charges, are final when made. In the event of a Pre-Charge, MaryMac's may decline to provide services if my credit card is declined for any reason. In the event a Final Charge is declined, MaryMac's may assess a declination charge not to exceed the greater of \$10 or the maximum otherwise permissible for late charge assessments in addition to any charges assessed by the paying institution against MaryMac's with respect to a dishonored transaction. Alternatively, if any of the foregoing charges to my card are declined, MaryMac's is authorized to charge my spouse's or other designated agent's card if it is on file. The fact that it is on file constitutes consent by the cardholder to do so. In the event that my (or my spouse's or agent's) credit card cannot process payment due to a limitation placed on individual transactions, MaryMac's may divide the total charge into incremental portions in order to process the charge.

RULES

I have received a copy of the MaryMac's Customer Handbook or viewed a copy on the MaryMac's website, which discusses its policies and rules, and I agree to abide by them for so long as I am a client. I specifically acknowledge that:

1. MaryMac's is open for supervised care 24 hours per day, although dogs may only be picked up or dropped off during certain hours as specified by MaryMac's, which are subject to change.
2. There will be a surcharge for dogs leaving or arriving at MaryMac's after 6:00 pm regardless of Membership or Package in use.
3. MaryMac's charges different rates for certain holidays or other days as determined by MaryMac's in its sole discretion; MaryMac's reserves the right to change these days.
4. Other than for leashes, harnesses, or collars, MaryMac's Doggie Retreat is not responsible for the loss of or damage to any personal property which is left at the facility (e.g., beds, bowls).
5. Leashes must be tagged with a membership card which MaryMac's will supply. Lost cards will be replaced for a charge. MaryMac's is not responsible for leashes that are chewed by a dog or do not have a membership card.
6. Dogs must have secure collars or harnesses to wear during their day at MaryMac's. If my dog does not have a dog collar, MaryMac's will provide one for a charge. For safety purposes, all dogs must also have an ID tag attached to their collars or harnesses. If my dog does not have an ID tag, MaryMac's will provide one for a charge. MaryMac's will not be responsible for any collars without ID tags.
7. MaryMac's cannot guarantee care for my dog unless I have made a reservation in advance.

RULES CONT....

8. In some cases, my dog will be taken out for relief walks. During these walks, the dog will wear such slip collars and leashes as MaryMac's deems appropriate for maximum safety.
9. MaryMac's will feed my dog with food that I leave at the facility, proportioned and properly labeled by me. If I wish MaryMac's to provide food, I understand that MaryMac's will purchase food out of its store for an additional charge at the then retail price. If MaryMac's does not sell my dog's food and agrees to buy food at a local pet store, I understand that an additional charge will be added to my bill.
10. MaryMac's will administer only topical or oral medications properly labeled with instructions.
11. Sick dogs are not permitted into MaryMac's facilities. If I knowingly bring in a sick dog I will be subject to a significant surcharge.
12. If my dog is groomed and delivered home using transportation services, MaryMac's will add a 20% gratuity, plus sales tax, to my invoice.
13. Dogs being transported by MaryMac's must be available within their agreed-upon timeslot. MaryMac's will not wait longer than five minutes for a dog and I will be charged by MaryMac's if my dog is not ready, I am not home, or access to my home was not provided to MaryMac's.
14. MaryMac's has cancellation fees for various services that are canceled with less than 48 hours' notice (48-hour notice for private lessons).
15. All fees for memberships, packages, adoption fees, and training classes must be paid in advance and are non-refundable irrespective of the reason.
16. I may choose to enroll in the Protection Plan and if so I am aware of its terms and conditions and agree to abide by the terms and conditions which are subject to change at the discretion of MaryMac's at any time.

TRAINING DISCLAIMER

I understand that successful training programs depend on a combination of learned skills on the part of both the pet and owner. Behavior is not static; an animal will not continue to perform even trained behaviors without ongoing practice. Especially in cases involving any type of aggression, although behavior may be modified, the dog is never considered “cured.” A pet’s behavior is ultimately the owner’s responsibility. MaryMac’s will make every effort to help attain goals but makes no guarantees of a pet’s performance as a result of providing professional animal training.



HURRICANE POLICY

In an effort to ensure the safety of your pets, MaryMac's Doggie Retreat has a policy in place for all animals boarding at our facility during Hurricane Season. We will evacuate all pets regardless of the category of the hurricane. As we have learned in the past, even though the hurricane may pass quickly, we could be without power and potable water for a long period of time. MaryMac's Doggie Retreat will not house pets in that type of environment.

The staff at MaryMac's Doggie Retreat will put our evacuation plan into action when New Orleans is in the cone of probability and 5 days prior to landfall. We will begin calling you and your emergency contacts 4 days prior to landfall. Due to a large number of pets we need to evacuate, we will begin moving animals that cannot be picked up 3 days prior to landfall. All pets will be removed from the building no less than 24 hours prior to landfall.

HURRICANE POLICY CONT...

OWNERS MUST PROVIDE MARYMAC'S DOGGIE RETREAT WITH THE FOLLOWING

INFORMATION:

- 1) Your out-of-town contact information (phone and email).
- 2) Phone number of 2 local people who are willing to pick up your pets from MaryMac's Doggie Retreat in the event we must evacuate and you are unable to retrieve your pet prior to our evacuation date.

Please make sure that your local contacts are willing to get your pets if we evacuate and you are unable to make it back prior to our departure. Unclaimed Pets—No animals will be left behind at MaryMac's Doggie Retreat in the event of an evacuation.

MaryMac's Doggie Retreat will transport any unclaimed pets to our safe house in central Mississippi at a cost to you of \$250 per animal, plus an additional \$100 per day until you retrieve your pet. This evacuation cost is independent of medical costs for special needs pets or other unforeseen expenses that arise due to evacuations. We will require a credit card number for all pets for which we evacuate. Owners of evacuated pets will be given Courtney's cell number. We will also be updating www.marymacsdoggieretreat.com, Facebook, and Instagram with all relevant evacuation progress. Failure to claim your pet prior to evacuation releases MaryMac's Doggie Retreat of all liability pertaining to the transport and boarding of your pet during the evacuation.