

Woof Pack Welcome Letter

Thank you for choosing Woof Pack Pet Services for your boarding and daycare needs! In this letter, you will find all the information and requirements for boarding your pet.

DIRECTIONS TO WOOF PACK: We recommend a drive-by to assure you know our location prior to your trial day.

Note that GPS signal will drop on Castle Ford road. Please have written directions also.

1. From New Market Centre Boone, NC 28607
2. Turn left onto NC-194 N/Jefferson Rd
3. Continue to follow NC-194 N (2.8 mi)
4. Turn right onto Castle Ford Rd (1.8 mi)
5. Turn left onto Appaloosa Trail
6. Destination will be on the right (0.3 mi)
7. 410 Appaloosa Trail Boone, NC 28607

Getting Started:

Woof Pack requires a “Trial Day” for all new dog clients who have not previously boarded with us. This is a day of doggie daycare in which we will have an opportunity to get to know your dog, and for them to get familiar with our facility, routine and staff. We need to be sure your pet will be comfortable staying with us and does not show any concerning behavior such as destructiveness or aggression towards our staff. Once your dog is approved to either be boarded or join our daycare program, we will schedule their reservation! Drop off hours on your **pre-determined** trial day are 7am-9am and pick up is 4pm-6pm. We provide bedding, bowls, and treats. You are welcome to bring lunch, their favorite treats, and any medications they will require during the day. **We do not require a trial day for cats.**

Our requirements for dogs and cats to be boarded at Woof Pack are as follows:

- A signed contract (see attached.)
- Copies of current up-to-date vaccinations from a vet of the following:
 - Dogs: Rabies, Bordetella/Kennel Cough, and Distemper/Parvo.
 - Cats: Rabies, FVRCP (Feline distemper), FIV/FELV (Feline immunodeficiency virus test results)
- Dogs and cats must be on a flea/tick preventative and dogs must be heartworm preventative

Booking a reservation:

You may contact us via phone, text or email. Woof Pack requires a **50% deposit** to hold a reservation which must be paid within **48 hours** of the time the client initially contacts us to book the reservation. If the deposit is not paid within 48 hours, the reservation is at risk to get re-booked by another client.

A Pay Pal invoice will be sent to you via email which you can pay online with a credit card. You are also welcome to call our office and pay over the phone or send a check in the mail. Please let us know what method of payment you prefer at time of booking.

Once the contract and vet records are received, and the deposit payment is made, the reservation is officially booked!

Hours of operation:

Woof Pack has 24 hour staff and surveillance. Our office hours are as follows:

Monday-Saturday: 7am-6pm (Closed daily 12-1pm for lunch)

Sundays- 2pm-4pm

Tours:

We are happy to give all new clients a tour of our facility before their pet boards with us. We host tours by appointment on **Sundays only**. Please let us know if you would like to schedule a tour!

We are excited for you and your pet to join our pack! Please feel free to contact us with any questions or concerns!

Woof Pack office phone: 828-773-1173 or email Woofpackpetservices@yahoo.com

What to bring when boarding your pet:

Woof Pack provides bowls for food and water, as well as blankets. You are welcome to bring your pet's bed and blankets from home to make them more comfortable.

Please bring enough food for your pet's stay in a SEALED waterproof container labeled with their name. You may also bring their favorite treats, chew toys, or stuffed animals. Please do not bring **rawhides** or **hard bones** that can break off into small pieces or could be a choking hazard.

If your pet requires any medications or supplements during their stay, please place them in a Zip-Lock bag or container labeled with their names, as well as written or printed instructions for administering.