



WE TALK DOG

TRAINING | COACHING | DAYCARE | BOARDING | GROOMING

Rules of the Turf

WTD Hours of Operation

Monday - Friday: 7:00 AM - 6:00 PM

Saturday: 10:00 AM - 4:00 PM

Sunday: 3:00 PM - 6:00 PM

General Rules

- All dogs **1 year** or older must be spayed/neutered for boarding or daycare.
- All dogs are **required** to wear a flat nylon or leather collar. Dogs may come in with a chain/prong collar or a harness which will be stored until their departure.
- All dogs are **required** to arrive at We Talk Dog with a leash, in compliance with the City of Birmingham leash laws (*Alabama Code Title 3. Animals § 3-1-5*).
- All dogs attending We Talk Dog are required to be on flea and tick prevention:
 - If fleas are found on your dog, the owner will be notified. If we are unable to contact the owner within an hour, we will treat the dog. The treatment consists of a flea bath and one dose of Capstar (**at the owner's expense**). If treatment is refused, the dog will need to be picked up immediately.

- All vaccinations **must** be current for We Talk Dog to accept a dog into the facility. We will not accept any dogs for any services if we do not have proof of current vaccinations. You may email updated records to reception@wetalkdog.com or bring in physical copies upon arrival.
 - DAPP (Canine Distemper)
 - Rabies (starting at 16 weeks, thereafter required by law)
 - Bordetella
- Any owner picking up their dog after closing time (6:00 PM Monday - Friday, 4:00 PM Saturday, 6:00 PM Sunday) will be subject to a **\$15 late pick up fee**. If the owner has not arrived within 10 minutes following closing, the dog will be checked into boarding (**at the owner's expense**) and be available for pick up the following day.

Boarding

- We Talk Dog recommends boarding dogs to be checked in for boarding between the hours of 7:00 AM - 4:00 PM Monday - Friday, and 10:00 AM - 3:00 PM Saturday. This allows time for your dog to acclimate to our groups and facility. For the safety of our staff and the dogs, We Talk Dog does **not** accept dogs before or after the hours of operation.
- The deadline for boarding check out is **12:00 PM** (Monday - Saturday). On their scheduled pick up day, any dog remaining after 12:00 PM will have a **\$35 daycare charge** added to their account (if the account has a daycare package, one day will be subtracted to cover the fee).
 - Boarding Dogs receiving a grooming service have a pick up time of 3:00 PM before the daycare charge of \$35 is applied.
- In the event that a dog's boarding needs to be extended, We Talk Dog **requires** notification from the owner. If the owner fails to notify We Talk Dog **before closing** on their dog's pick up day, they will be charged a **\$20 fee**.

- Boarding reservations can be made online or by calling We Talk Dog (205-588-4709). No deposit is required upon scheduling. The owner agrees to a **72-hour cancellation policy**. We Talk Dog requires 72-hours notice for cancellation of any boarding reservations. Any owner that fails to give the proper 72-hours notice is subject to pay a **\$55 cancellation fee per dog**. During peak holiday hours, any reservation canceled within 72 hours of the boarding start date will result in a charge equivalent to the full boarding expense.
- When bringing a dog for boarding, We Talk Dog asks that owner to bag their dog's food into individual meals. In the event that the food is not bagged, a **\$10 bagging fee** will be added to the total boarding expense.
- Special dietary needs are taken into consideration and **some** medications/supplements can be administered. Please contact guest services and confirm that We Talk Dog can accommodate the dog's medical needs, prior to boarding. Package medication separately with clear written or typed labels (if left in the bottles, make sure the dosage on the labels is correct). **Do not** put medication in the bags with the food.
- We Talk Dog will accept dogs affected by major health issues under limited situations ie diabetes, major heart issues, or seizures. This would require an individual assessment to discuss the risks by the 10 owner or General Manager.
- If no food is brought for the dog's boarding, We Talk Dog can provide it for an additional charge of **\$5 per dog, per day**.
- We Talk Dog will not accept any beds, towels, toys, or dinner bowls. We Talk Dog will provide boarding dogs with these items.

Grooming

- For sanitary and safety purposes, any dog staying ten days or more will be required to have a bath (at the owner's expense).
- Daycare appointments can be scheduled online, through the app, in person, or over the phone. We Talk Dog will occasionally accept walk-ins but this is **not** guaranteed. All owners are required to notify We Talk Dog if their scheduled daycare dog will not be attending. If not notified, a day will be removed from your package or a \$35 fee will be added to your account.
- The We Talk Dog grooming team is equipped to give medicated or oatmeal baths, but will happily use any products brought by the owner.
- Any owner that fails to bring their dog in for their scheduled grooming appointment will be required to pay a **\$30 no show fee**.
- We Talk Dog groomers do not perform any service that will cause harm, severe stress, or discomfort to dogs (eg. dematting severe matts). If a grooming service is different than what was requested and has to be performed for the dog's safety. The owner must be contacted before any service can be started. All grooming scenarios are handled in the most humane way possible.
- **We Talk Dog reserves the right to refuse any and all services for any reason.**