



# Polices & Procedures

## Reservations are required for ALL SERVICES:

- Daycamp
- Boarding
- Training
- Grooming

## Business Hours

Monday-Friday: 6:30am-10am, 12pm-1pm, and 3pm-7pm

Saturday: 8am-5pm

Sunday: 9am-2pm

## Holidays

Bark Avenue operates 365 days a year. While the lobby may have limited hours or be closed on major holidays, staff is here caring for our boarders.

Lobby closed: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

## Titer Tests

Titer test results will be accepted in lieu of vaccinations.

## Vaccinations

All dogs are required to be up to date on their Rabies, Distemper and Bordetella vaccinations. It is also required that all dogs have had a negative stool sample within the last year. Without these vaccines we cannot accept your dog into our facility so please ensure we have complete vaccine records before your check in date.

We also strongly suggest that you have a conversation with your veterinarian regarding the vaccine for canine influenza. While it is not a required vaccination, your dog may benefit from having this vaccine prior to attending daycare or boarding.

*Note: Please be aware that because many veterinarian clinics have strict privacy guidelines, we do not request vaccination records on our client's behalf.*

Bark Avenue Daycamp  
1540 Hecht Dr  
Bartlett, IL 60103

Phone: 630-289-8470  
Fax: 630-524-9078  
Barkavenueinfo@gmail.com

## Boarding Drop-Off

We strongly recommend dropping your dog off as early as possible during our open lobby hours. This helps ensure they have plenty of time to play and are ready for a restful evening come bedtime.

Monday - Friday: Drop off between 6:30am and 10:00am or 12:00pm to 1pm. \*Our lobby is CLOSED from 10:00am-12pm and 1:00pm-3:00pm Monday-Friday for all drop offs & pick ups.


Saturday: Drop off between 8:00am - 3:00pm


Sunday: Drop off between 9:00am - 12:00pm


## Boarding Pick-Up


Pick-ups after 1pm will incur an hourly daycare charge at a rate of \$6 per hour (\$8/hour for 2 dogs) until the time your dog is picked up. All check out times will be rounded to the nearest whole hour for billing purposes. If the boarding stay needs to be extended, there is no fee to do so.

## What to Bring for Boarding

 **Food & Treats:** Pre-measure and pre-bag your dog's food/treats in individual bags for each meal, including two additional days, just in case. If you forget food, we do provide in-house food at \$2 per cup. We have a refrigerator, freezer, and microwave to accommodate any special dietary needs. There are never any extra fees for feedings or administering medications.

 **Bedding:** We want your dog to feel as comfortable as they are when they're home. We will provide all blankets and bedding free of charge. Please leave your furry family member's bedding and blankets at home. (Tip: if your dog has separation anxiety, feel free to bring a t-shirt with your scent and we will place this in your dog's kennel)

 **Toys:** If there are special toys or bones your dog can't do without, feel free to bring them. Our only request is to leave the squeaky toys at home as it may prevent the dogs from a restful sleep and can be distracting to our fellow boarders. Toys and bones are not allowed in the daycamp and will be kept in your dog's individual kennel.

 **Labels:** While we inventory all your dog's belongings, it's always helpful to label as much as possible with your dogs first and last name.

## Cancellation Policy

Bark Avenue Daycamp has a non-holiday cancellation policy of 48 hours. If 48 hours notice is not given there will be a one-night cancellation fee charged. **Holiday boarding cancellations must be made 72 hours in advance or the full visit will be charged.** There is a waiting list on holidays and Bark Avenue needs ample time to inform other guests of cancellations.

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