



3939 Payne Ave
Cleveland, Oh 44114
216-881-3644 (DOGG)

Rules, Regulations and Policies

Health – Owners will need to verify that their dogs are in good health and have not been ill within the last 30 days. Dogs that have been ill with a communicable condition in the last 30 days will require veterinarian verification of health to be admitted or re-admitted. Dogs cannot be coughing or sneezing when dropped off.

Vaccinations– Dogs must be up-to-date on ALL vaccinations. Owners must submit written proof from their veterinarian. Vaccines include Distemper, Hepatitis, Parainfluenza, Parvovirus, Bordatella (kennel cough), and Rabies. They must be on year-round monthly heartworm prevention, i.e. Interceptor, Heartguard, Sentinel or Revolution. They must also be on year-round monthly flea prevention, i.e. Frontline Top Spot, Advantage, Program or Sentinel. They must have yearly heartworm test and fecal sample.

Age –All puppies must be at least 12 weeks old and spayed/neutered at 6 months of age.

Behavior – All dogs must be non-aggressive. Owners will need to certify that their dog(s) has not harmed or shown any aggression or threatening behavior towards any person or other dog.

Paperwork – All dogs must have completed up-to-date and approved paperwork on file.

Daycare Policies

Temperament & Breed – At Cleveland Metrobark, we believe an exercised dog is a happy, better behaved dog, regardless of breed. We do not breed discriminate; all dogs must pass the identical temperament test and dog-to-dog introduction as part of your admittance into our daycare program.

Arrival –All dogs must arrive on leash. To avoid injury, pinch collars will be removed, so another regular collar will be required. We will store your leash and alternative collar during the day. If you do not have a leash for your dog please come in and see staff member for assistance!

Fees – All fees are due and payable in advance each week, or at drop off of visit.

Full day ~ \$20.00 (each additional dog \$12.00)

Half day ~ \$13.00 half day, up to 5 hours (each additional dog \$13.00)

Packages

- 10 visit package
 - o Single dog \$180
 - o Two dogs \$290

- 20 visit package \$320 (\$16/visit)
 - o Single dog \$320
 - o Two dogs \$500

* More than two dogs ? Please ask manager for additional rates!

Hours of Operation – We are open Monday through Friday from 6:30 am to 7:00 pm. Special arrangements for early drop-off or late pick-up may be made with proper advance notice. Additional charges may apply.

Daycare Reservations –Reservations are required for first time barkers. First time clients must schedule their first day care visit with a MetroBark manager.

Late Fees / No show – If no notification or prior arrangements have been made, each fifteen minutes after 7:00 pm will cost \$10.00. If an owner does not show by 7:30 pm the barker will stay overnight and be charged an overnight fee along with the daycare fee.

Lunches & Medications – We will be happy to attend to your dog’s special needs! Please leave food or meds with instructions and we’ll do the rest!

Baby on Board – We understand that many of our clients are expanding their families and not just with fur-babies. If you have little ones in the car during drop/off or pick-up time let us make life easier! We will gladly provide front door service to those clients that need to stay close by their car. Just give us a call an hour before you plan to arrive and then another ring as you enter the parking lot and we will leash your barker and bring him/her to your door.

Boarding Policies

Sleep-overs are special at MetroBark! Our staff understands the need for worry free overnight care. We aim to provide an individualized custom experience for each of our overnight companions. Boarding dogs will spend the day playing and wrestling with all of their friends at daycare. As bedtime gets close these tired pups are led to their very own spacious kennel for the night. Comfortable bedding, water, bedtime treats and plenty of TLC is provided. Then its lights out and time for our overnight guest to get plenty of rest for their next busy day. Weekend sleep-overs follow the same schedule as weekdays.

MetroBark is pleased to once again offer “in home” boarding. For an additional boarding charge MetroBark will be happy to take your dog into our home for the duration of their boarding stay. Dogs will enjoy daycare during regular business hours and then return home with a responsible and approved staff member. If you are interested please call or email to inquire.

Boarding Prices:

On premise boarding: \$35 per day /per dog includes daycare

In home boarding: \$45 per day/per dog includes daycare

Policies:

Your dog must be pre-screened for daycare (evaluation process) and meet all criteria for daycare prior to boarding overnight; your dog will be in daycare during the while at MetroBark and will be in a secure area overnight.

Reservations-reservations are required in advance for all overnight boarding. Please call (216-881-3644) or email (info@metro bark.com) the facility for reservations.

*Holiday reservations require a deposit of \$25 for 5 days and under and \$50 for over 5 days.

*We welcome any type of special request during your dog's overnight stay. Simply let us know of any medications, dietary requirements or behavioral needs and we will take care of the rest, free of charge!

Pick up and drop off times~

Monday thru Friday all overnights must be dropped off by 1pm and may arrive as early as 6:30pm

Saturday and Sunday times are available by reservation

We do not offer pick up or drop off on holidays

Service includes daycare and dry bath for all overnights. Complimentary quick bath is included if your barker stays over 7 nights.