

## **Dog Tales Daycare** **Rules and Regulations**

**AGE:** Dogs must be at least 12-weeks of age and have received at least their first set of vaccinations.

**GENDER:** All dogs over 7-months must be spayed or neutered. Dogs that are unaltered are able to board with us but may or may not be able to participate in daycare. Each dog will be evaluated for daycare on a case by case basis.

**VACCINATIONS:** All dogs must be up to date on vaccinations. Puppies must be on a vaccine schedule directed by their veterinarian. Required vaccinations for adults are Distemper (which includes Distemper, Hepatitis, Parainfluenza and Parvo), Rabies, and Bordetella.

**HEALTH:** All dogs must be in good health and must not have been ill, with a communicable disease, within the last 14 days. Please do not bring your dog to daycare if they have been vomiting or have diarrhea. If vomiting or diarrhea occurs during daycare, your dog may be dismissed and isolated from playgroup. Owner will be contacted and your dog will be isolated from other dogs until your arrival. Dog Tales Daycare reserves the right to refuse any dog. All dogs must be on flea prevention.

**BEHAVIOR:** All dogs must pass an evaluation prior to admittance. All dogs must be non-aggressive with humans and other dogs. Dogs that exhibit possessiveness with food or toys may be placed in smaller groups to accommodate their play style. Even with friendly interaction, dogs have sharp nails and teeth that can cause minor cuts and scrapes to others. These cuts and scrapes will be assessed by our staff. Assessment may include cleaning with hydrogen peroxide and adding triple antibiotic ointment to affected area. Owner of injured dog or dog that caused the injury will be notified immediately and has the option of picking them up as soon as possible or at their scheduled departure. If your dog causes undue harm to any human or another dog they may be subject to expulsion and owner may be held liable.

**RESCUE/ADOPTED DOGS:** All dogs that have been recently adopted will not be able to attend daycare or boarding until they have been in your new home for at least two weeks. This allows them to have ample time to adjust to their new environment and gives you the time to understand their personality.

**LIABILITY:** All dogs are boarded and cared for by Dog Tales Daycare employees without liability on our part for loss or damage from disease, death, running away, theft, fire, injury to persons, other pets, or property by said dog, or other unavoidable causes, due diligence and care having been exercised. If your dog

causes injury to another dog or person while in our care, that results in medical care, expenses shall be paid by the owner of dog that caused the injury.

**PLAY & REST:** A mandatory naptime is implemented 7 days a week between 12:00PM to 2:00PM. Dogs are permitted to play all day in cageless playrooms except at naptime. Dog Tales Daycare reserves the right to crate any dog briefly for feeding, resting or time-outs. Communal water is offered freely in each playroom but not all dogs drink from it. While your dog is in a crate or suite, water is offered several times a day but is not freely available. It is likely that your dog will be thirsty upon arriving home.

**DAYCARE FEES:**

Partial-Day rate (up to 5 hours) = \$23 per day.

Discounted Partial-Day passes are available.

10-day pass = \$200 (\$20 per day)

20-day pass = \$570 (\$19 per day)

Single Full-Day rate (5+ hours) = \$30 per day.

Discounted Full-Day passes are available.

5-day pass = \$145 (\$29 per day)

10-day pass = \$280 (\$28 per day)

20-day pass = \$520 (\$26 per day)

30-day pass = \$750 (\$25 per day)

60-day pass = \$1,380 (\$23 per day)

Each pass must be purchased in advance for discount to apply. Passes may be purchased to use while boarding. Deposits may be required for high volume holidays. Daycare passes are non-refundable. Please be sure your dog is able to use all package days before purchasing. Prices are subject to change with timely notice.

**BOARDING FEES:** Dog Tales Daycare offers three overnight accommodations with options for daycare during the day. Each price listed is for one dog per night. Any additional dog(s), from the same owner, that boards or attends daycare with us will receive a 15% discount on their boarding or daycare services. Discount does not apply for baths, nail trims, runs, canine massages, extra 15 minute walks, or products.

Overnight in a suite = \$65/night.

The suite is a private 4'x6' room with a glass door, that does not have a crate, \$65/night per dog. This option includes a Full-Day of daycare. If your dog does not take advantage of our Full-Day option, an extra 15 minute walk may be supplemented for daycare with no extra charge.

Overnight in one of our crates plus a Full-Day of daycare = \$55.

Overnight in one of our crates plus a Partial-Day of daycare = \$48.  
Overnight in one of our crates with no Daycare = \$35.

For the enrichment of your dog's stay with us, we require that all overnight boarding must include one Partial-Day or Full-Day of daycare at least every other day. If your dog is not attending daycare, other services such as an extra 15 minute walk or run may be added to your reservation to supplement the exercise your dog would get from daycare, for a nominal fee. Daycare can and will be adjusted to suit your dog's temperament.

**HOURS:** Monday through Friday, 7:00AM to 12:00PM and 2:00PM to 7:00PM, Saturdays and Sundays 8:00AM-12:00PM & 2:00PM-7:00PM. During a mandatory naptime between 12:00PM and 2:00PM, there will be no pick-up or drop-off of any daycare dogs. Unless pre-arranged, all dogs must be picked up on time. Pre-arranged departures and arrivals can be scheduled before or after our hours for an additional fee of \$25. Dogs left after closing must be picked up by special arraignment and a late fee or one night of boarding may apply.

**RESERVATIONS:** All dogs attending daycare or boarding must have a reservation. Walk in's are accepted on a first come, first serve basis. See Daycare and Boarding Reservation Policies. Dog Tales Daycare reserves the right to require a deposit any major holiday or busy period to secure the reservation. This amount will be deducted the day you give it to us and will be added toward your reservation. This amount is refundable by credit card only if cancellation is made at least 48 hours before your scheduled arrival.

**CANCELLATION & NO SHOWS:** To avoid implementing cancellations and no-show charges, bring your dog on their reserved days and cancel on days you cannot attend. A deposit may be required for all major holidays. Deposit is refundable if cancellation is made at least 48 hours before your scheduled arrival.

**PAYMENT:** Payment is required when services are rendered. Other payment arraignments may be made prior to your dog's attendance. Accepted forms of payment include: Master Card, Visa, Discover Card, Cash or personal check. Personal checks will be subject to a \$25 fee, if they are returned to us from the bank.

I have read and understood these Rules and Regulations;

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Owner Signature

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Date