

# TailWaggers Doggy Daycare®

## Rules & Regulations

The purpose of TailWaggers Doggy Daycare® (herein referred to as TDDC), is to provide a safe, fun, and stimulating social environment for dogs. To ensure the safety and health of all animals, staff and clients, we require all clients to comply with the following rules and regulations:

**HOURS OF OPERATION:** TDDC is open Monday through Friday from 6:00 a.m. to 7:00 p.m. and Saturday and Sunday from 7:00 am to 7:00 pm. You may drop off and pick up your dog(s) any time during these hours. There are no pick up or drop off times on holidays. Late pick-ups (until 8:00 p.m.) are accommodated for an extra fee.

**VACCINATIONS:** All dogs coming to TDDC for daycare, spa days or boarding must have up-to-date vaccinations. TDDC requires written verification from the dog's veterinarian to show that the following list of vaccinations is current: Distemper, Hepatitis, Leptospirosis, Parainfluenza, Parvovirus (DHLPP), Rabies, Bordetella, and the Canine Flu vaccine (H3N2 & H3N8). TDDC requires the bordetella vaccination be given every 6 months. No dog will be admitted to TDDC without written verification of these vaccinations. It is your responsibility to provide on-going verification of current vaccinations. Puppies may be admitted without these vaccinations but must be vaccinated as required and recommended by veterinarians. Puppies must be vaccinated for rabies at 4 months of age.

**HEALTH:** All dogs coming to TDDC for daycare, spa days and boarding must be in good health. Owners must provide verification that their dog is in good health and does not have any communicable disease that could jeopardize the health and well-being of other dogs. Any communicable disease acquired by your dog must be reported to TDDC. Dogs that have been ill with any communicable disease will require a veterinarian's certification of health before being allowed back to TDDC for daycare, spa days or boarding.

**PET INSURANCE:** Pet insurance is available through a third party via the client portal. While pet insurance is not required it is up to the owner's discretion as to whether or not they would like to purchase pet insurance. TDDC is not responsible for veterinary bills or other expenses incurred while participating in activities at TDDC.

**NAILS:** Dogs' nails must be kept trimmed for the safety of other dogs and TDDC workers. If nails are found to be unreasonably long or sharp, nails will be trimmed and charged to the parent at TDDC's current rate for a nail trim.

**AGE/SEX:** Puppies between the ages of 8 weeks and 7 months are welcome to play at TDDC without being spayed or neutered. All dogs older than 7 months of age must be spayed or neutered.

**BREEDS:** Dogs with any aggressive tendencies regardless of breed will not be accepted for daycare or boarding at TDDC. Dogs in the "bully breed" classification (e.g. Pit Bull Terriers, American Pit Bull Terriers, Staffordshire Bull Terriers, American Bull Dogs or breeds that have the appearance or characteristics of one of these breeds) will not be accepted for daycare or boarding at TDDC. Wolves/wolf mixes will not be accepted for daycare or boarding at TDDC.

**FLEA & TICK PROTECTION:** All dogs must be protected with flea and tick preventative year round (including the winter months when the temperatures drop below 32 degrees Fahrenheit). TDDC requires all dogs to be on a flea and parasite preventative: flea/tick collars are NOT allowed. Product suggestions: Advantix, Sentinel, Front Line, or Front Line Plus. All dogs will be checked for signs of fleas and ticks upon arrival at TDDC and will not be admitted to daycare if signs of fleas or ticks are noticed. If, at any time while at TDDC a dog is noticed to have fleas or ticks, treatment will be applied and charged to the parent at the minimum rate of \$25.00.

**COLLARS, LEASHES & NAME TAGS:** While at TDDC dogs must wear a quick release collar with a name tag. If a dog is not wearing a name tag, one will be provided at an additional charge. Quick release collars are required for the safety of your dog as they are designed to break apart if caught on something. No chains or buckle collars will be allowed. Parents will bring their dog(s) in on a leash. Retractable leashes are not allowed.

**FOOD:** All food brought to TDDC for boarding must be placed in small, individual containers for each dog and must include dog's name and amount to be fed to each dog for each meal. All food for daycare dogs must be brought from home in bowls or food containers with lids, and must include the dog's name.

**TEMPERAMENT:** All dogs will be assessed to ensure that they are non-aggressive and non-protective of toys or food before being permitted to enroll in daycare or boarding. TDDC staff will assess your dog's temperament to determine suitability of TDDC for your dog. Please remember that your dog will be spending time with other dogs and that every dog's safety, health and well-being are our main priority. Please bear in mind that even during supervised play, bites and scratches do occur from time to time.

**ENROLLMENT:** All dogs must have a complete and up-to-date enrollment form, including veterinarian records, on file. If your dog has not been at our facility for more than 6 months new veterinarian records will be required. All required TDDC forms must be signed by parent before enrollment in daycare or boarding.

**FEES:** All fees must be paid at the end of each day or at the end of each boarding stay. Acceptable forms of payment are cash, credit card (VISA/MasterCard/Discover), or debit card. Discounted punch packages must be paid in advance. Pre-paid, discounted packages are non-refundable. Punch packages expire six months from purchase date. A current credit card number and expiration date must be on file at all times.

**RESERVATIONS:** To ensure space for your dog it is required that reservations be made for daycare, spa days and boarding. There is a limited number of suites for our boarding guests. Because of this please make your reservations as far in advance as possible. If all suites are reserved for other guests, TDDC may use a limited number of large crates on busy holidays and weekends to accommodate overnight guests. If all suites and large crates are reserved, you may still bring your dog for boarding at TDDC. However, you will have to provide your own kennel for his/her overnight sleeping accommodations.

**CANCELLATION POLICY:** A 24 hour cancellation notice is required for boarding. A penalty of the first night's fee will apply if no cancellation notice is given (ie. "no show") or if the overnight stay is cancelled less than 24 hours in advance of the first night of the scheduled stay. This excludes holidays where the full amount of the scheduled overnight stay will be charged for "no shows" or for when the stay is cancelled less than 24 hours in advance of the first night of the scheduled stay.

By signing, I agree to the Rules and Regulations.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

TailWaggers Doggy Daycare® reserves the right to make changes to the Rules and Regulations at any time without advanced notice.

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