

APPLETON'S

Doggy Home Boarding
& Day Care

Operating Procedures

Approval Process:

All dog breeds to be considered. Dog's required to have a meet and greet with resident dogs with owner present prior to confirmed bookings to assess behaviour and compatibility with resident dogs. Any dogs boarding for 3 nights or more are required to have a trial overnight period before booking can be confirmed. All candidates over 12 months old must be neutered or spayed (unless a vet has advised otherwise). Consideration for entire male and female dogs will be made based on current other dogs in boarding/day care at the time. Puppies to be fully vaccinated more than two weeks prior to day care/boarding accepted and must be house trained. All dogs must be fully vaccinated for and show proof of Canine Distemper, Canine Adenovirus/Infectious Canine Hepatitis, Leptospirosis, Canine Parvovirus and Kennel cough (Bordetella Bronchiseptica/Canine Parainfluenza Virus) and must be using vet approved flea, tick and worming preventatives. Pet registration form/contact to be completed and signed by owners before daycare/boarding can commence. All dog bedding, toys etc; will be provided but owners can bring their pets favourite toy or blanket, although we cannot guarantee another doggy guest won't try to use/play with it.

Probation/Attendance:

Pets approved for doggy daycare will have behaviour monitored as their behaviour can change. If their social skills become unsuitable at anytime, their daycare privileges may be suspended. We do recommend that your dog attend doggy daycare at least once a week and preferably on the same day each week as dogs are routine animals. If several weeks pass between daycare visits your dog may become stressed as it won't feel routine.

Hours of Operation:

Doggy daycare opens at 8am until 6pm Monday to Saturday. Unless boarding, all dogs must be picked up by 6pm. Dogs who are not picked up by 6pm will be boarded and will be subject to the additional boarding fees, they can be picked up the next morning when we open, (unless contact/mutual alternative arrangements are made).

FOR BOARDING: We do recommend that your dog is dropped off early in the day so they can play and be suitably worn out by bed time!

Feeding:

We do not recommend that your dog eats anything substantial during the day due to the high level of physical activity during doggy daycare. Dog owners should be aware that the risk of life threatening 'bloat', (ie; Gastric Dilation and Volvulus), increases when dogs participate in vigorous activity within 1 hour after feeding, especially for large deep chested dog breeds. Owners who wish to feed their dog in the morning before daycare should do so no later than 1 hour before being dropped off.

For all dogs boarding, their food will need to be provided for the duration of their stay with details of quantities and number of feeds. Two feeds a day is recommended.

Flee & Tick Prevention:

Since fleas and ticks are easily transmitted from pet to pet, we require all owners to treat their pets with veterinarian approved flea and tick preventative and bring any with them if due while boarding. In addition, we strongly encourage regular administration of a worming preventative due to the highly active nature of doggy daycare.

Dirty Dogs:

We will do our very best to clean up dirty dogs before they are picked up by their owners, however, owners should be aware that due to the wonderful English weather, there may be occasions when your dog may not be as clean as when arriving, however, we do intend to brush dogs daily, (subject to owner and dogs permission!)

Medication:

We are happy to give oral or topical medications to your dog, so will require the following: all medications must be in their original container and must include your dogs name, the name and strength of the medication and directions including dosage, number of times per day, how it is given, illness to be treated, areas to be treated, etc.

Name tags, Collars & Microchips:

All dogs must be wearing a collar, (ideally a quick release one), with name tag and must be wearing a lead and ideally a harness upon entry. Choke chains and studded collars not allowed. We will provide I.D. tags with our name, address & contact number for the duration of their stay. We will also provide harnesses and coats for dogs use if needed

Deposit/Cancellation Policy:

All bookings will require a 50% deposit at the time of booking, this will then be deducted from the invoice.

Any cancellations for boarding or daycare services with less than 7 days notice will lose their deposit.

Payment:

All payments will be invoiced and are due in full at the start of the boarding or daycare period. Invoices will be provided with payment methods listed.

Excercise:

Dogs will have access to a secure supervised outside area all day, (weather dependent). All walks will be carried out twice daily for around 30-40 minutes and where possible dogs of opposite sizes stature will be walked separately.

Risks:

Owners should be aware that socialising and interaction between our doggy guests is encouraged. Owners should also be aware that dogs are unpredictable in behaviour and are aware of the risks involved with such play and assume all risks. Dogs will be supervised during play and any altercations will quickly be dispersed. In the rare event that a fight does occur, the dogs will be put in separate time out with a member of staff each to help them calm down and reassure them. The incident will be logged. Injuries will be checked for and treated if needed and the owner informed of the incident.

Safety Issues:

In order to maintain a safe play environment for the dogs, any dog that misbehaves will be given time-out from the daycare area and helped with behaviour correction. If the behaviour continues and the dog shows no signs of behaving, the owners will be contacted and asked to collect the dog as soon as possible. If it is felt that the dog is a risk to other dogs at daycare or staff, we reserve the right to refuse service. Please note that we don't punish, we ignore bad behaviour and reward good behaviour.

Collection:

Owners can arrange to have friends or relatives collect their dog, but owners must inform us in advance before we will allow any other person to take home a dog that is not theirs. We take dog security very seriously so proof of ID must be shown by the person collecting.

Day care & Boarding:

If your dog is generally destructive when left alone, can open doors/latches or becomes extremely anxious, we ask that you bring their crate to board in.

Weather Policy:

We are open for daycare in all but the most extreme weather conditions. 'Extreme' shall be defined as a wind, rain, snow or ice event resulting in extremely hazardous road conditions, usually with closures to offices and schools. If we close due to an extreme weather event, or if most of the dogs scheduled for that day have cancelled due to a weather event, we will contact clients via text. Please make sure you check for text messages before bringing your dog. (Cancellation fees do not apply in these circumstances). PLEASE NOTE: Boarding dogs will not be affected by daycare being cancelled during a weather event.