



Daycare Policies

Assessment/Evaluation

Our all new furry friend assessments are an opportunity for us to make sure that your dog will be safe and a good fit.

Appointment is required for all new assessments to allocate the appropriate time and staff. Give us a call to get started!

What If My Dog Doesn't Do Well With Other Dogs? What Options Do I Have?

During the evaluation we may determine that your dog just doesn't enjoy off-leash play. Some people get upset or are disappointed when we tell them this, almost as if their dog has "failed". This couldn't be further from the truth! Its important to remember that group play isn't for all dogs. It doesn't mean that there is something wrong with your dog if he doesn't want to play with other dogs. Luckily, at Furry Tales we have options. In addition to our group day care, we have non-group daycare in which the dog may enjoy relaxing in one of our boarding kennels, watching tv, and walked up to 3 times during the day.

TEMPERAMENT

Because dog daycare and boarding requires a friendly, happy atmosphere in order to be successful, it is important that your dog be comfortable playing and socializing with other dogs. For the safety of all pets and staff, we require daycare and boarding dogs to be friendly to other dogs and people, willing to share toys, comfortable allowing a new dog into their play area, and be energetic.

We do NOT accept dogs that attack or have attacked other dogs, we do NOT accept dogs that attack or have attacked people, and we do not accept dogs that are destructive (destroy or damage property).

In order to ensure the safety of staff and all dogs left in our care, we reserve the right to turn away any animal that we believe our daycare is not the right fit

Enrollment:

Safety is key! It is important to us that we don't enroll more dogs than we can safely manage, so we only enroll when space becomes available. As a result, wait times may vary. We will do our best to enroll in the order that we receive additions to our limited waitlist.

Reservations in advance and an up-to-date credit card on file are required for all services. A 24 hour or more advance notice must be given for cancellations, or you will be charged a \$10 late cancellation. If you no-show to your reservation, you will be charged a \$10 no-show fee. If you have forgotten to make a reservation, we encourage our clients to call the morning off to check availability.

Age: All dogs must be 4 months of age or older

Sex: All dogs older than 7 months of age must be spayed or neutered

Health:

- All dogs must be in good health. Owners will need to certify that their dog is in good health and have not been ill with a communicable condition in the last 30 days.
- All dogs must be current on the following vaccinations DHPP, Bordetella and Rabies. Canine influenza is an optional vaccination per your vet's recommendation. Proof from vet required.

Flea/Tick

Current on Flea and Tick preventions. If fleas or ticks are found on a dog, they will be bathed at the owner's expense. Flea collars are not permitted to be worn during daycare, as other dogs may be allergic or sensitive to different flea collars.

Why does my dog need a quick-release collar?

We require quick-release collars for the safety of your dog and the other dogs. During play, a dog may get their jaw caught in their playmates collar, which can result in injury. To allow for quick release of the dog to prevent escalation of fear and aggression, we require all dogs have quick release collars.

One-day-per-week attendance requirement

A proactive approach to safety is woven right into the fabric of our program. We require all dogs to attend day care at least once a week because we know that consistency and continuity promote safety.

Ideally, dogs will attend day care on a regularly scheduled day, so we can consistently match them with the social environment they will enjoy and benefit from most. This regular weekly schedule helps your dog feel more comfortable, confident, and social, creating a safer day care environment for all. It also ensures our staff is as familiar with your dog's normal behavior, so we are attuned to any changes.

Benefits of a consistent attendance:

- Less stress – When dogs don't visit us weekly, each time they come is like their first day at a new school or new job, which can be stressful. This requirement reduces stress and anxiety to promote safer social interactions for every dog in our care.
- Dogs love routine – Coming on the same day every week keeps dogs comfortable and familiar with our environment, which creates a positive, predictable, and safer social setting.
- More social time – Dogs play more safely and are more social with familiar dogs they know.
- Safety all around – Our staff can keep everyone safer when they know when each dog is attending. This allows us to create playgroups that match the dogs' play styles, preferred playmates, energy levels, and sizes.
- We know your dog – By seeing your dog every week on the same days, our staff knows them. It helps us regulate safe play and lets us know when your dog might not be feeling like themselves.

TOURS & EVALUATIONS

Because we are an enrichment-based daycare, we spend all day with the dogs making sure they are happy, safe and well-adjusted. For this reason, we ask that you schedule tours and evaluation days in advance so that we may have an additional staff member present to work with you and your pet(s). We don't want you to feel rushed if you have questions, nor do we want to leave our group players unattended.

DROP OFF & PICK UP

Drop off is between 7:15 am-10:00am

Dogs cannot be dropped off or picked up during quiet time (11:30am to 1:30 pm)

Daycare is closed on holidays

FAQ:

Why is my dog thirsty when he/she comes home?

While water is available at all times in all of our play areas and your dogs room, playing hard all day is definitely doggie exercise and can be as strenuous as a work out. Even though water is available, after a car ride home, it will probably be time for your dog to drink some more water to help re-hydrate after a hard day of play.

Do you offer baths and grooming services?

We offer baths and grooming services. Baths and nail trims are available, depending on scheduling and staff availability. Please call us ahead of time or ask at drop off if you are wanting a bath or grooming prior to pick up and we will verify availability

Are dog paws sensitive after daycare?

It is very common concern that a dog's pads are sore after playing, especially when they first start coming. Since most dog's paws are not used to playing all day, they can be tender temporarily, but the more they come and play, the stronger their pads will become (just like callouses in humans).

Do dogs ever get hurt?

Although we do our best to minimize any injury to your dog, during normal play a dog may get small scratches, nicks, or lose small patches of fur. Although rare, it is possible for more serious injuries to occur.

What do you do in case of illness or injury?

All of our Coaches are certified in pet first aid and CPR and we will take excellent care of your dog. In case of illness or injury, we quickly assess the situation to determine what plan of action to take. Our concern is always what is best for your dog and our team member. Depending on the situation, we will either rush the dog to the closest vet or, in non-emergency situations, we will make the effort to take them to their own vet. In ALL cases of illness or injury – no matter the severity – the owner or emergency contact (if the owner is unavailable) is always contacted.