

The Downtown Paw

## Daycare & Pet Services Policies



The Downtown Paw  
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## Vaccinations

The following vaccines are required for your dog to attend daycare

**Rabies:** This vaccine is required by the state and must be current for your dog to attend daycare or grooming. If your pet's Rabies vaccine is expired they will not be allowed to attend daycare or be groomed until we receive a copy of the current vaccine.

There is no grace period for this vaccine.

**Bordetella (Kennel Cough):** This vaccine is required to attend daycare. There is a 7 day grace period for Bordetella from when the vaccine expires to when they are no longer able to attend daycare if they do not receive a booster. Kennel Cough can still be contagious for up to two weeks after your pet has stopped coughing.

Why a 7 day grace period?

Depending on how the vaccine is given, the immunity response until it becomes effective can vary. Intranasal vaccines can take up to 72 hours for an immune response while an injection can take 10 to 14 days before becoming effective. *If the vaccine is more than 2 weeks overdue before your dog gets their booster, your dog will not be allowed in daycare for 2 weeks after they receive the vaccine.*

**Distemper:** This vaccine is required to attend daycare. There is a 7 day grace period for Distemper from when the vaccine expires to when they are no longer able to attend daycare if they do not receive a booster.

Why a 7 day grace period?

Distemper can take anywhere from 3 to 5 days for the vaccine to become effective after the injection is given. *If the vaccine is more than 1 week overdue before your dog gets their booster, your dog will not be allowed in daycare for 1 week after they receive the vaccine.*

**Negative Fecal Test:** Fecal testing for dogs is routinely performed to rule out any intestinal parasites. Several types of intestinal parasites can infect dogs, are contagious to other dogs, and their effects vary depending on the type of parasite and the overall health of your dog. These are required every **6** months. New daycare dogs are required to have one within the last 14 days.

There are **no exceptions** when it comes to vaccines and the health of our daycare dogs. A reminder email is sent out 30 days prior to a vaccine expiring.

## Daycare Packages

Daycare packages are no longer available in 30 day packs. 1 day, 5 day, and 10 day packs (full and half day) will still be available for purchase depending on the frequency your dog attends daycare. All purchased daycare packs will expire 90 days after the purchase date. All current 30 day pack holders will be honored until the last day of the pack expires or the original expiration period of 6 months from when the 1st pack day is used.

	<b>Single Day Full/Half/Puppy Program</b>	<b>5 Day Pack Full/Half/Puppy Program</b>	<b>10 Day Pack Full/Half/Puppy Program</b>
<b>1 day per week</b>	Available for purchase	Not available for purchase	Not available for purchase
<b>2-3 days per week</b>	Available for purchase	Available for purchase	Not available for purchase
<b>3 or more days per week</b>	Available for purchase	Available for purchase	Available for purchase

### Full Day Packages - more than 5 hours

	Single Full Day	5 Full Day Pack	10 Full Day Pack
Single Dog	\$32	\$155 (\$31/day)	\$300 (\$30/day)
2 Dogs	\$48	\$230 (\$46/day)	\$440 (\$44/day)

### Half Day Packages - less than 5 hours

	Single Half Day	5 Half Day Pack	10 Half Day Pack
Single Dog	\$23	\$110 (\$22/day)	\$210 (\$21/day)
2 Dogs	\$27	\$125 (\$25/day)	\$230 (\$23/day)

### Puppy Program Packages - 6 Months and younger

More than 5 hours	Single Puppy Day	5 Puppy Day Pack	10 Puppy Day Pack
Single Dog	\$32	\$155 (\$31/day)	\$300 (\$30/day)
Less than 5 hours	Half Puppy Day	5 Half Puppy Day Pack	10 Half Puppy Day Pack
Single Dog	\$26	\$125 (\$25/day)	\$240 (\$24/day)

### Daycare Pack Expiration Dates

Daycare Type	Expires
5 Full/Half/Puppy Day Pack	90 Days from purchase
10 Full/Half/Puppy Day Pack	90 Days from purchase

## Early Drop Off/Late Pick Up

The Downtown Paw is open Monday through Friday from 7am to 6pm. Please contact us to schedule an early drop off, or late pick up.

### Early Drop Off

Pre-scheduled Early Drop off

The daycare is notified **before** closing on the previous day (6pm)

- Before 7am: \$15/per 60 minutes

Un-scheduled Early Drop off

The daycare is notified **after** closing the previous day (6pm)

- Before 7am: \$25/per 60 minutes

### Late Pick Up

Pre-scheduled Late Pick up

The daycare is notified **by 4pm** the same day

- Pick up after 6pm: \$15/per 60 minutes

Un-scheduled Late Pick up

The daycare is notified **after 4pm** the same day

- Pick up after 6pm: \$20/per 60 minutes

### **Late pick up with no call, email, or previous notice ~ \$35**

The Downtown Paw closes at 6pm. There will be no pickups after 6:30pm if we are not notified. Dogs will stay as boarding clients and will be able to be picked up during normal business hours Monday - Friday, or by appointment Saturday - Sunday. This will incur an overnight charge (\$85) plus our no call/no show fee of \$35.

## **Payment**

Dogs will not be admitted into daycare if there is an overdue balance of 2 or more unpaid daycare days (full day, or half day) on their account.

The Downtown Paw accepts cash, credit, and Apple pay/Samsung Wallet. Credit card payments can be made in person or over the phone. We do not accept checks. We recommend keeping a card on file. You can use a different payment method than the one you have on your account.

For clients that chose to keep a card on file, the card will be charged when the dog is picked up at the end of the day, or after their groom. Daycare packs will not be charged without parent permission.



**Not Spayed or Unneutered Dogs**  
Spay (Female Dogs) Neuter (Male Dogs)

Spayed

- There are no restrictions with spayed dogs (aside from below)
- Spayed dogs can still appear to have a “heat” if there was any ovarian tissue left during their spay; ovarian remnant syndrome. If this happens, daycare would then be limited

Unspayed

- Female dogs who have not been spayed are welcome in daycare until their first heat. Dogs in heat are not allowed to attend daycare for their entire cycle.
- Unspayed female dogs are not allowed to attend daycare without a signed “Intact Dog Waiver” and permission from the Downtown Paw Owner.

Neutered

- Welcome to attend daycare unless they are excessive with mounting (can be aggressive in nature)

Unneutered

- Dogs under 1 year are welcome to attend until hormones become too much for them (excessive marking, excessive mounting - can be aggressive when unable to mount, aggressive behaviors, etc.)
- Over 1 year: Dogs over 1 year old and who are still intact, are welcome on a day by day basis. If your dog is unable to control themselves or their behavior, they will need to be neutered before being able to attend daycare. Hormones can still affect their behavior up to 6 months after their neuter.

Intact dogs are able to attend on a day by day basis, as hormones can affect the other dogs behaviors and cause unsafe environments.

## Daycare Behaviors

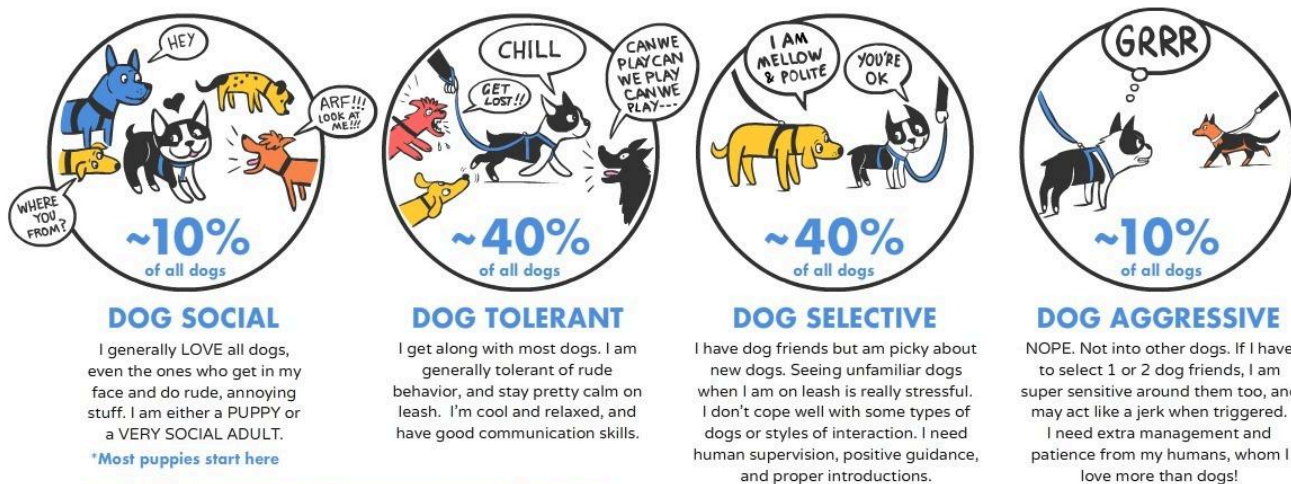
Dogs that pass their evaluation are welcome to attend daycare. If we noticed anything that gave us cause for concern during their eval, it was mentioned to their owners during pickup at their trial day. It is possible that behaviors can change or develop that we may not have been able to identify on their first day. Some behaviors are particular to a certain setting while others may be triggered by new surroundings, changes to their environment (at home or at daycare), as well as your dog's health and breed characteristics.

*"A dog's social tolerance can change over time"*

## Does My Dog Love Other Dogs?

**Just like people, dogs have different levels of tolerance for other dogs.**

As a dog matures, he or she will often quite naturally become less social and tolerant. There are many developmental changes that happen between sexual and social maturity, and most dogs will continue to display these changes until two to three years of age. Proper facilitation of dog-dog introductions and friendships can change your dog's sociability for the better over time, and bad experiences can quickly make things worse. Good leadership and direction is important to set your dog up for success with their species.



DISCLAIMER: the percentages are very rough and fluid estimates

**A dog's social tolerance changes over time and is flexible and manageable!**

#adoptdontshop #respectfordogs

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Source: [paws4udogs.wordpress.com/2017/02/16/understanding-dog-dog-sociability](http://paws4udogs.wordpress.com/2017/02/16/understanding-dog-dog-sociability)

The following are reasons that we may ask that your dog take a temporary break from daycare to attend training or a behaviorist. We may also ask for time to determine if it is in the best interest of the dog and the pack for them to safely return to a group setting. Daycare is not the best environment for every dog.

Below are behaviors that we look for when introducing new dogs, and continue to look for when they are in daycare. These are some of the more common behaviors that are observed in group settings. These behaviors often have different levels of severity.

Prey Drive or Predatory Behavior - **Not acceptable in daycare**

- Predation is an instinctive, natural behavior found in all dogs to a certain extent
- Prey drive can include stalking, creeping towards prey, chasing, grab-biting, which can, if left ignored, progress into kill-biting, and possessing

Resource Guarding - **depends on the extent of the behavior**

- Occurs when dogs exhibit behaviors like growling, lunging, or biting over food, toys (sometimes referred to as toy aggression or toy possessive), water bowls, beds, crates, etc.
- Resource guarding can be easier than other behaviors to control in a daycare environment (removal of toys, etc.)

Pestering/obsessively targeting other dogs - **depends on severity during play, not acceptable as their only daycare behavior**

- Overwhelms other playmates with overly pushy behaviors
- Pushes other dogs out of the way
- Continuously steals toys or food from other dogs
- Uses overly rambunctious play styles
- Ignores "I've had enough" signals and other appeasement signals
- Pesterns dogs who don't want to engage
- Engages in "all in your face" play
- Stands up and puts his paws and head on the shoulders of other dogs
- Engages in mounting (as a dominance behavior)
- Enjoys pinning dogs to the ground

Target Dogs - **Not acceptable in daycare**

- A target dog can be routinely "picked on or bullied" by other dogs. Target dogs are unable to avoid conflict with other dogs. Target dogs may try to defend themselves, but most of the time their corrections or barks are ineffective. This is often from a lack of self confidence or being separated from their mother and pack mates too young. Can happen with any breed.

Most common traits of a target dog in a group setting are:

- Being timid or avoiding other dogs
- Frequently hiding to avoid any contact with other dogs, regardless of size
- Avoiding being sniffed or interacting with other dogs in general
- Drawing a crowd of other dogs regardless of their warnings or barks
- Screaming or squealing when other dogs approach them, or try to initiate play with them
- Generally over reacting, and over correcting other dogs

Aggressive herding - **not acceptable in daycare** or inappropriate herding - **depends on severity and their ability to listen to commands**

- Biting of ankles or feet of dogs or people
- Staring intensely to control a dog's movement (strong eyeing)
- Charging another dog to control its direction of play or movement

Over-exuberant play - **depends on severity, not acceptable if it's their only form of play**

- Unable to calm down when other dogs are around
- Lunging toward other dogs
- Unwelcome rough housing
- A dog's refusal to take cues from other dogs before or during play
- Becoming agitated or aggressive when others refuse to engage in play
- These dogs can often start fights when other dogs refuse to engage in play with them

Fear/Anxiety (including separation anxiety)/Stress - Mild anxiety/fear is common when being introduced to a new setting, particularly daycare. **Anything above initial anxiety of being somewhere new isn't safe for a daycare environment.**

- Pacing, panting, snapping when approached
- Shaking/trembling
- Inability to settle
- Attempting to hide
- Lack of appetite (including being unable to take a treat)
- Being too distracted for you to get their attention
- Obsessive salivation or shedding

Aggression - **Not acceptable in daycare by any means**

- A hard stare, or "strong eyeing" to make a dog submit to them
- Growling, barking, snarling at other dogs or staff
- Lunging with intent to bite or make contact (dog or staff)
- Snapping without a behavior warranting this reaction
- Biting without provocation, being over protective of other dogs or staff

### Collar Sensitivity - **depends on severity**

If we are unable to safely handle your dog, or be able to separate them for their own safety or ours, we can not have the dog in group

- Dog growls, snap, or bite when you touch the collar or try to attach the leash
- Bite gloves are occasionally needed to be worn in order to handle the dog
- Dogs often need to be muzzled to avoid injury to themselves or handler

### Excessive barking - **Acceptable to a certain point (can cause altercations with other dogs)**

- Territorial barking, protecting elements of the daycare room
- Conflict or alert barking
- Boredom - barks consistently for the duration of their time in daycare
- Seeking attention or separation anxiety
- Compulsive disorders
- Breed traits

### Excessive Humping - **Types**

Although there are many reasons why dogs exhibit this behavior, we try to determine the reason behind it

- Play/social Behavior - **Acceptable in daycare (to a point)**
- Sexual Behavior - **Not acceptable in daycare**
- Response to stress or excitement - **Varies due to circumstances**
- Compulsive Disorder - **Not acceptable in daycare**

### Excess Marking - Predominantly male dogs, occasionally female dogs

For male dogs who mark excessively, we use belly bands to help teach them not to mark (no scent left when trying to mark limits others from doing the same thing). These are worn around their waist to absorb any urine and limit the scent left by other dogs. When dogs mark excessively, we spend more time cleaning up/following them then watching the majority of the group, which ends up being a safety concern. Some dogs will mark roughly every 2 to 3 minutes for the first hour or two in daycare.

### Reactivity - **Needs to be monitored closely, varies on the kind of reactivity**

- a dog who reacts inappropriately to stimuli in his or her environment
- Reactivity can vary from minor to severe

### Policing - **Needs to be monitored closely, varies**

- Some dogs will attempt to stop others from playing too rough or when behaving in a way that they dislike
- Will often happen in the form of overcorrecting another dog's behavior
- Can respond aggressively toward the other dog

- Will often involve themselves in altercations between other dogs to try and stop the behavior - results in a larger altercation

Some of these issues can be hard to address in a daycare setting and can often cause incidents with other dogs. We are tolerant of some behaviors but the overall safety of the group is the most important factor when determining if a dog needs to take a step back from daycare. If dogs attend training, and have made improvements with the behavior in question, we are happy to re-evaluate your dog to see if they are able to come back to daycare.

There is limited training that we can do in daycare to help with any issues, and do not believe in keeping dogs isolated for extended periods of time or using e-collars on dogs who have not been properly trained with them. Unfortunately, there are some behaviors that can not be properly managed in a daycare setting. We try our best to have open lines of communication with the parents about any issues that we notice and appreciate your understanding when it comes to working with us.

Since daycare is such a difficult environment to mimic, parents are not always aware of such behaviors until we notify them. It's also possible that the behavior will only show up in daycare. Please understand that because you are not seeing the behavior first hand, does not mean the daycare staff isn't dealing with it on a possible daily basis. Dogs are not sent home, or asked to refrain from daycare at random, but rather, are sent home because of a safety concern for either the staff, another dog, or their own safety.

## Video and Audio Recordings

The daycare rooms, front retail space as well as the grooming salon are monitored with video and audio recordings. This allows us to playback video of any incident that occurs, pin-point health concerns to a specific dog, and help make decisions concerning behavior from the dogs. The video feed is not able to be live streamed for parents or the public to monitor the dogs while in our care. Please refer to our Instagram and Facebook stories for videos and updates on your dog when they are in daycare.

Recorded videos may be used for staff training to show certain behaviors to help ensure that the staff are trained on how to properly handle as many situations as we can train for.

## Requesting Daycare

In order for your dog to attend daycare at The Downtown Paw, they must be pre registered through our portal, PetExec (link below). Dogs that are not scheduled for daycare are unlikely to be admitted due to capacity limitations.

### Dogs that are scheduled for daycare:

- Able to schedule up to 30 days at a time
- No increase in daycare pricing
- Daycare packages still available

### Dogs that are unscheduled for daycare:

- Packages are not available for use
- Single day of daycare is \$35 (full or half day)

## Request Services Online

Parents will be able to request services and schedule daycare online. Please email us to activate your online portal if you have not been using it. Dogs that are currently enrolled in daycare already have a log in. You will be provided a username and a temporary password that can be changed upon log in. From the portal, you will be able to send messages, request daycare, sign up for training, and upload recent vaccination documents.

Please email [woof@thedowntownpaw.com](mailto:woof@thedowntownpaw.com) for your login credentials.

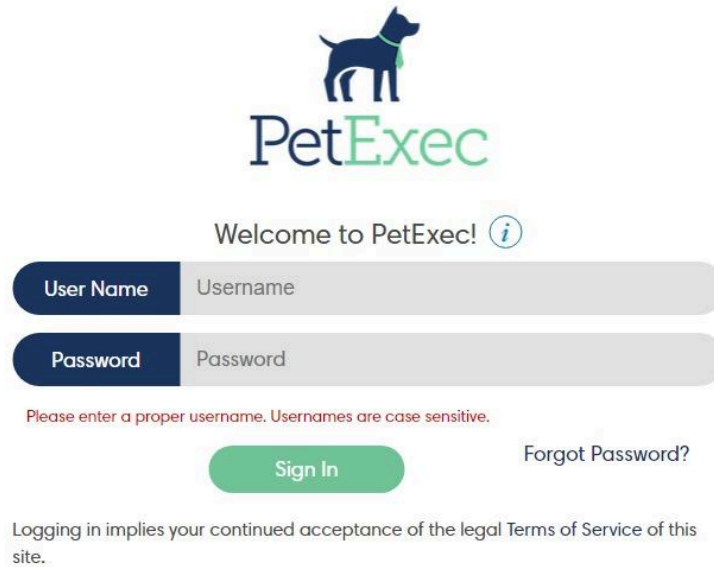


## How to Schedule Daycare

Log in link: <https://secure.petexec.net/login.php>

How to schedule daycare:

Step 1: Log into PetExec



The image shows the PetExec login page. At the top is the PetExec logo, which features a blue silhouette of a dog standing on a green base with the text "PetExec" in blue and green. Below the logo is a welcome message "Welcome to PetExec!" followed by an information icon. There are two input fields: "User Name" with a label "Username" and "Password" with a label "Password". Below the password field is a red error message: "Please enter a proper username. Usernames are case sensitive." There is a green "Sign In" button and a link "Forgot Password?". At the bottom, there is a small disclaimer: "Logging in implies your continued acceptance of the legal Terms of Service of this site."


Step 2: Upon logging in, you should see “services”. Click on “Schedule Daycare”

### Services

-  Schedule Daycare
-  Request Other Services
-  Request Group Training



Step 3: Select the dog(s) you would like to schedule. Click the box under “add to schedule”. The area around the selected dog will turn green once the pet has been selected.

Pet Name		Nap		Add to Schedule										
				<input checked="" type="checkbox"/>										
Fields		This one ^												
Sign-in Type	Breakfast	Lunch	Dinner											
Full Day Daycare	No Meal	No Meal	No Meal											
Note		Vaccinations												
		<table border="1"> <tr> <td>Fields Cruikshank</td> <td>Bordetella</td> <td>10/14/2024</td> </tr> <tr> <td>English Setter</td> <td>Distemper</td> <td>10/14/2024</td> </tr> <tr> <td>9 years 4 mons 11 days</td> <td>Rabies</td> <td>09/23/2024</td> </tr> </table>				Fields Cruikshank	Bordetella	10/14/2024	English Setter	Distemper	10/14/2024	9 years 4 mons 11 days	Rabies	09/23/2024
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		English Setter	Distemper	10/14/2024										
		9 years 4 mons 11 days	Rabies	09/23/2024										

You can also add a note, the “sign-in type” (full day, half day, etc.) and a meal option, if applicable. If any of their vaccines are expired, they can not attend without an updated vaccination. If a **vaccine is expired and past the grace period** (seven (7) days), please view the vaccine policy on page four (4) to see how long they need to wait before returning to daycare.

Step 4: Select either a single day or schedule multiple days. Pick and drop off times are estimates, but you are always welcome to pick up earlier than selected. You can not schedule more than 30 days at a time. Click “schedule daycare”. Your dog is scheduled for daycare!

### Schedule Details

Single Date

Multiple Dates

Start

Date (mm/dd/yyyy) \*

05/11/2023

Drop-off time \*

Pick-up time \*

Select a Drop-off Time

Select a Pick-up Time


Schedule Daycare

## How to view, edit, & delete daycare days

Log into the portal


Under “Services” click on “My Calendar”

### Services

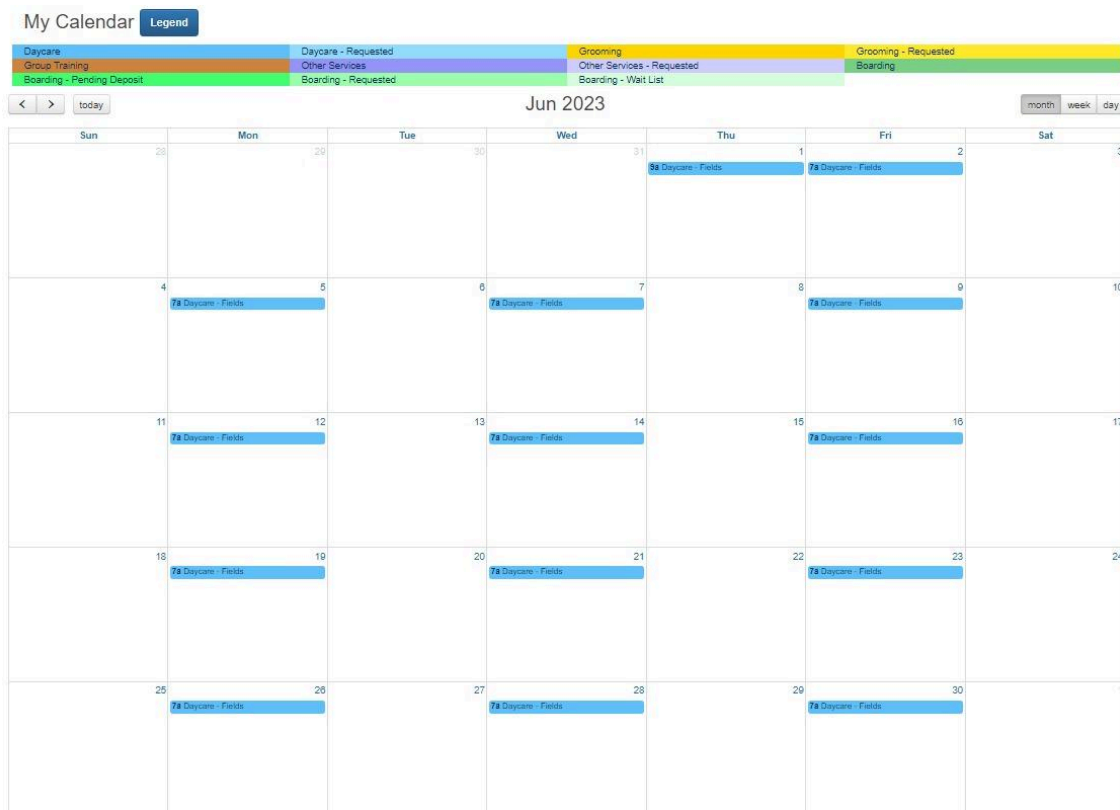
 Schedule Daycare

 Request Other Services

 Request Group Training

 My Calendar

The calendar will show you any days that you have already scheduled along with drop off and pick up times. Different services will show up as different colors. Click “Legend” in the top left of the calendar to view the colors and descriptions.

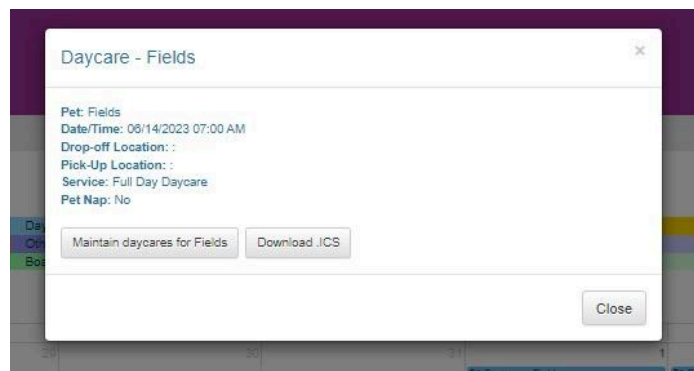


### To Edit Scheduled Days

Click on one of the blue tabs on a scheduled daycare day. A new box will open with details of the selected days.




Click “Maintain Daycare for (your dog's name)”



A modal window titled "Daycare - Fields" with a close button in the top right corner. It contains the following text: "Pet: Fields", "Date/Time: 06/14/2023 07:00 AM", "Drop-off Location: :", "Pick-Up Location: :", "Service: Full Day Daycare", and "Pet Nap: No". At the bottom, there are two buttons: "Maintain daycares for Fields" and "Download .ICS". A "Close" button is located in the bottom right corner of the modal.

The next screen will show you all the days that you have scheduled for your dog. You can delete days from here by checking the box next to the days you need to delete. Once selected, click “Delete Selected Days From Schedule” at the bottom of the screen. If you would like to delete all of them and start over, click “Toggle Checkboxes” to select all the dates.

### Delete Scheduled Daycare for Fields ⓘ



A screen titled "Delete Scheduled Daycare for Fields" with an information icon. At the top left is a "Toggle Checkboxes" button. Below it is a table titled "Scheduled Daycares for Fields" with 15 rows, each containing a checkbox and a date. At the bottom, there is a button "Delete Selected Daycares From Schedule" and two smaller buttons: "Return to Dashboard" and "Return to Calendar".

Scheduled Daycares for Fields	
<input type="checkbox"/>	Friday, 06/30/2023
<input type="checkbox"/>	Wednesday, 06/28/2023
<input type="checkbox"/>	Monday, 06/26/2023
<input type="checkbox"/>	Friday, 06/23/2023
<input type="checkbox"/>	Wednesday, 06/21/2023
<input type="checkbox"/>	Monday, 06/19/2023
<input type="checkbox"/>	Friday, 06/16/2023
<input type="checkbox"/>	Wednesday, 06/14/2023
<input type="checkbox"/>	Monday, 06/12/2023
<input type="checkbox"/>	Friday, 06/09/2023
<input type="checkbox"/>	Wednesday, 06/07/2023
<input type="checkbox"/>	Monday, 06/05/2023
<input type="checkbox"/>	Friday, 06/02/2023
<input type="checkbox"/>	Thursday, 06/01/2023

To download the selected days to your personal calendar, click on a scheduled daycare day then select “Download .ICS”

## Grooming Services

Dogs that are scheduled for daycare can also be groomed the same day and will be ready by their normal pick up time. Please call or ahead of time to reserve them a spot in grooming. Nail trims can typically be scheduled the day of.

As per any grooming client, same day cancellations/reschedules will be charged a **\$25 fee**. No call/no shows for appointments will be charged a **\$50 fee**.

Grooming clients are required to have a card on file. This card will be charged for the cost of the groom, or in the event of a same day cancellations/reschedule or for a no show.

Our salon grooms one dog or cat at a time to help make the grooming experience as calming and enjoyable as we can for your furry babies. Please call to schedule an appointment, or book online as we are an appointment only salon.

We will **NOT** cause unnecessary stress or anxiety to your pet or risk the safety of our groomer simply to finish your pet's groom. If your pet begins to show signs of abnormal stress or aggression during their groom, **it will be stopped immediately** and they will be sent home.

If your dog has not been through an evaluation for daycare, they cannot attend daycare after their grooming appointment. Pets must be picked up at their scheduled time to avoid late charges.

Any pickups over 30 minutes late will be charged for a full day of daycare. Pets picked up after salon hours (without being previously scheduled) will be charged for boarding.

## **Release Waivers for Grooming**

Grooming Release & Consent

Matted Dogs/Cats

Media Release

Late Pick Up

Flea Policy

Cat Grooming Policy

Senior Pet Release

Aggressive Dog/Cat Waiver

Ear Plucking Waiver

Anal Gland Expression Waiver

## Grooming Release & Consent

Parent Name: \_\_\_\_\_ Pet Name: \_\_\_\_\_

☐ I confirm that my pet is healthy, and up to date on vaccinations (rabies), and has no communicable health issues

☐ I understand the groomers will do their best to follow my requests and or instructions but in certain situations, more or less may need to be cut than was requested because of matting or knots.

☐ In some instances of significant matting, especially where it is interfering with the pet's comfort and is making it difficult to groom without injuring the pet, we may determine that shaving is the only safe option for the pet. In this case, we will call to notify you, or recommend that a vet does their groom for safety.

☐ I understand a muzzle may be used if necessary. Muzzling protects both the pet and the groomer and can often calm stressed animals.

☐ I understand having my pet groomed can carry some risk. Although the utmost care is taken to prevent injury, grooming instruments can be sharp and accidents can occur such as nicks, cuts, scratches, and piercings. We will inform you of any incident, no matter how small and if necessary, we will transport your pet to their vet for further care. I understand veterinary bills caused by serious matting, pre-existing conditions, aggressive/difficult temperaments, or from the pet being elderly are the owners responsibility.

☐ I understand that no-shows for appointments will be charged a \$25 fee from the card on file

☐ I understand that same-day cancellations will be charged a \$15 fee from the card on file

☐ Pre-paid appointments are non-refundable

I hereby agree to the above information as the parent of the pet:

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

1. Has your pet ever bitten someone? \_\_\_\_\_
2. Has your pet ever bitten a groomer? \_\_\_\_\_
3. Does your pet get brushed at home? \_\_\_\_\_

All of our grooms are recorded with audio and video. Videos will not be posted or used as grooming/training examples without written authorization from the pet parent.

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

## Matted Dogs/Cats

Dogs who need regular grooming due to their coat type will be charged an additional fee if they are more than 10 weeks between appointments. These dog breeds (Poodles, Doodles, Curly coats, Cocker Spaniels, Bichon, ShihTzu or any variation of these breeds) and cat breeds (Himalayan, Main Coon, Persians, Siberian Forest Cats, Domestic Longhairs, or any variation of these breeds) typically mat very easily.

Going longer than the suggested time frame discussed between you and the groomer will not only cause unnecessary stress to the animal during grooming, but keep your pet in grooming longer as dematting is very time consuming and can often be painful to the animal. This often leads to shorter haircuts than the clients prefer in order to get the matting out. Prices given out before their groom are estimated costs.

Matting can often cause:

- Skin irritation & skin infections
- Burst blood vessels or hematomas
- Yeast infections
- Fecal matting and or urine burns
- Fleas
- Cuts, scrapes, sores, and bruises
- Ear infections
- Some cases can cause limb strangulation (fur grows into the skin)

*If we suspect that an animal that has been brought into our care is being neglected due to its coat condition and overall health, the animal will be reported to animal control.*

*We reserve the right to refuse a groom if it is determined that the coat is pelted (grown together so tightly that it can not be brushed or shaved without causing severe discomfort and pain to the animal) and the only safe way to remove it is with the help of a veterinarian.*

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

## Media Release

I, \_\_\_\_\_ (the pet owner) give permission for my dog/cat/small animal (please circle) \_\_\_\_\_ photographs to be taken and used to promote The Downtown Paw and to be used on thedowntownpaw.com. I understand that the images may be used in print publications, online publications, presentations, websites, newsletters, store decor, and social media (Instagram and Facebook). I understand that no royalty, fee or other compensation shall become payable to the pet owner for the reason of such use. This release can be terminated at any time with written notice to The Downtown Paw.

I hereby agree to the above information as the parent of the pet:

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

## Late Pick Up

If your dog is a daycare client and has already been through their evaluation, they can join daycare before or after their groom. Non-daycare clients will need to pick up their pets after their groom to avoid being charged a late pick-up fee. Clients are called/messaged 15 minutes before their pet's groom is scheduled to be finished.

\$25 for every 30 minutes late

Pick Ups after salon hours: \$85 boarding fee

*If we suspect that an animal that has been brought into our care and is being neglected due to its coat condition and overall health, the animal **will be reported to animal control.***

*We reserve the right to refuse a groom if it is determined that the coat is pelted (grown together so tightly that it cannot be brushed or shaved without causing severe discomfort and pain to the animal) and the only safe way to remove it is with the help of a veterinarian.*

I hereby agree to the above information as the parent of the pet:

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



## Flea Policy

If fleas are found on your pet, there is a \$25 charge added to their groom and pets are immediately given a flea bath. If your pet is infested in fleas, the groom will stop immediately and a parent will be called to pick up the animal and bring them to their vet office for treatment.

After any fleas are found on a pet, the entire grooming salon, along with all towels, kennels, and equipment has to be cleaned with high heat and will delay the next grooming appointment by roughly 45 minutes.

[ ] I understand that if fleas are found on my pet, the groomer will need to give them a flea bath costing \$25 at my expense.

I hereby agree to the above information as the parent of the pet:

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

## Cat Grooming Policy

Cats, unlike dogs, are more sensitive to grooming and the groom will stop immediately if it becomes detrimental to the health of the cat.

Cats who need regular grooming due to their coat type can be charged an additional fee if they are more than 10 weeks between appointments. These cat breeds (Himalayan, Main Coon, Persians, Siberian Forest Cats, Domestic Longhairs, or any variation of these breeds) typically knot very easily, and without regular brushing are likely to get matted.

Going longer than the suggested time frame discussed between you and the groomer will not only cause unnecessary stress to the animal during grooming but keep your pet in grooming longer as dematting is very time consuming and can often be painful to the animal. This often leads to shorter haircuts than the clients prefer in order to get the matting out.

Matting can often cause or show [pre-existing conditions](#) such as:

- Skin irritation & skin infections
- Burst blood vessels or hematomas
- Yeast infections
- Fecal matting and or urine burns
- Fleas
- Cuts, scrapes, sores, and bruises
- Ear infections
- Some cases can cause limb strangulation (fur grows into the skin)

[De-matting will dramatically alter the appearance of your pet](#)

I will not hold The Downtown Paw or its groomer responsible or liable in the event that grooming reveals a [pre-existing condition](#), which may need to be treated before a groomer can continue to groom my pet.

I hereby agree to the above information as the parent of the pet:

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

## Senior Pet Release

I understand that my pet(s) is at a senior age and may have additional health problems. I am aware that grooming can cause stress that can exaggerate or expose new problems, or even lead to serious medical events or death in some cases. I understand that there are mental and physical behavioral changes in senior cats/dogs with medical issues (including separation anxiety) and that they are groomed for comfort and not for looks. I release The Downtown Paw from any liability if any problem or medical issue may arise during their grooming appointment.

As the owner, I am solely responsible for any medical bills related to my dog and give permission to The Downtown Paw to seek vet care at the nearest emergency clinic if applicable.

I understand The Downtown Paw has my pets best interest in mind and will do everything it can to keep my pet safe and healthy while in our care.

If The Downtown Paw feels that the grooming is too stressful for the pet, the groom will be stopped immediately and I will be contacted to pick up my pet and pay for the services rendered.

I hereby agree to the above information as the parent of the pet:

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

I give permission to The Downtown Paw to give the best care possible to my pet and release them, their employees, and members from any liability that may arise from grooming my pet. I will not slander or be liable in the event of an emergency or accident.

I hereby agree to the above information as the parent of the pet:

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

### Aggressive Dog/Cat Waiver

Our main concern is the safety of your pet and the safety of our groomer and their assistants. To prevent injuries (minor to career ending) to our staff or your pet, the groom will be stopped immediately to protect all parties involved.

An aggressive dog/cat, or a pet that requires two people to handle them will incur up to an additional \$20 fee for their groom.

It is the owners responsibility to inform The Downtown Paw of any known past aggression issues toward other dogs, or to a groomer. **It is not part of the groomer's job to be bit while grooming your pet.**

I, \_\_\_\_\_, do not hold The Downtown Paw, its employees or groomer responsible for any cost related to the care of an injury caused by my pet during its groom. I hold myself financially responsible for any cost related to injury due to my pets aggressive behavior.

I hereby agree to the above information as the parent of the pet:

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

### Ear Plucking Waiver

I understand that plucking hair from my pet's ear canal may irritate the ear canal, as well as many tiny wounds in a closed environment, which can make my pet susceptible to ear infections.

I, \_\_\_\_\_, hold harmless The Downtown Paw, its groomers, and assistants from any liability or financial responsibility arising from any injury during or directly afterwards as a result of ear plucking on my pet.

I hereby agree to the above information as the parent of the pet:

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

## Anal Gland Expression Waiver

I understand that The Downtown Paw are not veterinarians. They cannot make a determination that the anal glands of my pet are simply full, impacted, infected, or abscessed. I understand that manual expression of impacted or abscessed anal glands can lead to medical complications.

I, \_\_\_\_\_, hold harmless The Downtown Paw, its groomers, and assistants from any liability or financial responsibility arising from any injury during or directly afterwards as a result of having my dog/cats anal glands expressed on my pet.


I hereby agree to the above information as the parent of the pet:

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

## How to Schedule Grooming

Step 1: Log into the PetExec Portal

Step 2: Under “Services” select “schedule grooming”



Welcome to PetExec! [i](#)

**User Name** Username

**Password** Password

Please enter a proper username. Usernames are case sensitive.

[Sign In](#) [Forgot Password?](#)

Logging in implies your continued acceptance of the legal Terms of Service of this site.

### Services

-  Schedule Daycare
-  Schedule Grooming
-  Request Other Services
-  Request Group Training

Step 3: Select which pet you would like to have groomed by checking the box to the left of their name. Please select one pet at a time when scheduling for more than 1 pet.

### Available Pets

Schedule	Pet Name	Breed
<input type="checkbox"/>	Ace	Maine Coon
<input type="checkbox"/>	Autumn	English Setter
<input checked="" type="checkbox"/>	Fields	English Setter

Step 4: Select the services that you would like for your pet's grooming appointment. Dog grooming/bath packages are organized by weight. Cats are organized by coat type.

### Available Services

	Service	Description	Price
<input type="checkbox"/>	Blueberry Facial		4.99
<input type="checkbox"/>	Blueberry Facial - Add On	Available for any service in which it's not already included.	2.99
<input type="checkbox"/>	Brush Out/Blow Out	This is a timed service at \$1/minute with a 20-minute minimum. Best to remove extra fur/dander during shedding or for a full brush out in between grooms.	1.00
<input type="checkbox"/>	Cat Long Hair - Basic Grooming Package	Bath, blow dry, & brush out	47.00
<input type="checkbox"/>	Cat Long Hair - Deluxe Grooming Package	Bath, blow dry, sanitary trim, nail trim, eye & ear cleaning	74.00
<input type="checkbox"/>	Cat Short Hair - Basic Grooming Package	Bath, blow dry, & brush out	37.00
<input type="checkbox"/>	Cat Short Hair - Deluxe Grooming Package	Bath, blow dry, sanitary trim, nail trim, eye & ear cleaning	64.00
<input type="checkbox"/>	De-Shed Treatment - Large Breed	This package includes a de-shedding shampoo & conditioner, and undercoat blow out, full coat brush out with shed specific grooming tools.	100.00
<input type="checkbox"/>	De-Shed Treatment - Medium Breed	This package includes a de-shedding shampoo & conditioner, and undercoat blow out, full coat brush out with shed specific grooming tools.	90.00
<input type="checkbox"/>	De-Shed Treatment - Small Breed	This package includes a de-shedding shampoo & conditioner, and undercoat blow out, full	

Step 5: Select the date and time that you would like to request a grooming appointment for. If the groomer's name is selected, it will only show you available appointment times. If the groomer is not selected, the appointment will be a request and may need to be rescheduled based on availability.

Select a Groomer ⓘ

No Preference (This will be an appointment request) ▼

📅 Date (mm/dd/yyyy)

05/22/2023

Appointment Time \*

08:00 AM ▼

Step 6: Leave us any notes or information that you think we may find helpful about your pet, past grooming appointments or general questions. Click “schedule grooming”. Your request for grooming has been sent!

Additional Notes / Tipping / Details

Schedule Grooming