

**Policies and Procedures**

If you have any questions that are unanswered here, feel free to call us at 781-745-2275 or email [info@recurvek9.com](mailto:info@recurvek9.com) for more information. All calls/emails received outside of business hours (Monday through Friday, 6a-6p) will be answered within 24 hours or the next business day.

**To Create an Account:**

If you click “Book Now” anywhere on the site it will take you to our booking software, where you’ll create an account and add your pet. We have “smart software” which means it knows whether you have a pet on your account or not. You will not be able to see any of the booking (training, daycare, boarding) options until you have added your pet to your client portal.

Once you have created your account and added your pet(s) to your client portal, make sure you electronically sign the appropriate agreements (the software will tell you which ones) for your preferred service.

You will be able to use this portal to schedule or cancel any future services, appointments or reservations. To book any service, simply click “Book Now” under your name on your client portal and select the appropriate subcategory (daycare, boarding, additional services, training) and then select your option.

**Requirements**

If you are interested in daycare or boarding, your dog must first pass a daycare evaluation. We require daycare evaluations for boarding because we do not have the space to separate the boarders from all the daycare dogs- they all play together during the day!

You will not be able to see any of the daycare or boarding options until your dog has passed their daycare evaluation. We do daycare evaluations twice a day, at specific times- once you’ve set up your account, please call to set up your dog’s eval.

Please have a regular, quick release (no buckle or martingale collars!) on your dog for evaluations and daycare. We DO NOT allow harnesses, choke or prong collars on dogs in our daycare facility for safety reasons. But they may be used for pick up and drop off.

* Note: We do not require daycare evaluations for training services.

Before you set up a daycare evaluation your dog’s vaccines (and parasite screenings) MUST be up to date in our system. If your pet is not up to date, they will not be allowed to do their evaluation! Rabies vaccination is the law! Distemper and Kennel Cough are to make sure your dog (and everyone else’s dogs) stays healthy.

Parasite screening is required because some parasites are very contagious. If your dog has heartworm disease it could be very dangerous for them to play. Reach out to your veterinarian for more info on heartworm disease. Your dog MUST have a negative fecal (every 6 months), broad spectrum dewormer does not count because there are some parasites (the more dangerous and contagious ones) that are not covered by broad spectrum dewormers.

**Sick Pets**

If your dog has been **coughing**, **vomiting**, having **diarrhea**, seems lethargic or otherwise under the weather, for the safety of your dog and the dogs in our care, please keep them home for the day! If your dog becomes ill while in our care, we will contact you immediately for pick up.

If your dog is diagnosed with Kennel Cough, they will not be allowed to return until they have been symptom free for 48 hours. It may take up to two weeks for your dog to recover from Kennel Cough.

**Veterinary Information**

When you sign your dog up for daycare or boarding, we do ask for your veterinarian’s information in case of an emergency. We also ask for any information regarding previous illness or injury so that we can make sure your dog is safe while in our care. We have our own vet in the event that we cannot get in touch with your vet or they are not close enough to our facility.

**Bathing**

We have the ability to do “Go Home” baths if your dog tends to get dirty or it’s been rainy that day. You can also select multiple other services to add on to your dog’s daycare or boarding stay. We have separate appointments available for nail trims, anal gland expression and ear cleaning if your dog needs it. We DO NOT do any grooming! We only do baths for dogs who are in daycare or boarding. (Meaning you cannot set up an appointment to come in for just a bath etc)

**Pick Up & Drop Off**

We have specific pick up and drop off windows to avoid disruptions for the dogs during the day. Morning drop off is between **6am and 10am**, half day pick up/drop off is between **12pm and 2pm** and end of pick up is between **4pm and 6:30pm**. We close at 6:30pm- if you are late picking up your dog, there will be a late fee!

For boarding we require drop off **before 2pm**- this way your dog will have time to acclimate to the group and expend some energy before being kenneled for the night.

For boarding pick up: if you pick your dog up before 10am there is no charge for the day. If you pick up after 10 but before 12 there will be a half day charge and if you pick up after 12 there will be a full day charge. Of course your dog is always welcome to stay as long as you need them to!

You can book your dog for a full or half day of daycare, under 6 hours is a half day and anything 6 hours and up is considered a full day. We have 3,4 and 5 day discounted weekly packages available. You must use your package within the week or they will expire. See our “Terms and Conditions” for refund and cancellation policies.

**Packages**

To purchase a package click “Book Now” and go to the “Prepaid Packages” section. Select your package, once you pay for your package, it will be eligible for use. To use your package once it’s purchased, go back to the ”Book Now” section and select “Daycare” - then select your dates and drop off/pick up times like you normally would, your passes will automatically be applied to your reservation.

We do ask that you book your daycare reservations at least 24 hours in advance- if you try to book the day of, we cannot guarantee a spot for your dog. Due to limited space we recommend booking your boarding reservations as soon as you know the days you’ll need it.

For boarding we require all meals be individually packed for convenience. We recommend sending a few extra meals, just in case! We do have house food that can be fed for an additional charge, in the event that your dog runs out.

**Cancellations**

We have an entire section in our “Terms and Conditions” devoted to our cancellation policies. We pride ourselves on being understanding that “life happens,” but we ask that you also understand that we are a business and policies and procedures are put in place and adhered to in order to prevent excessive last-minute cancellations. Our policies also allow us to hire, retain and pay fair wages to our professional pet care service providers.

**Weather**

Typically we do not close in bad weather, unless it’s severe and/or there is a state emergency. There may be snow delays but we will let everyone know via social media (emails are possible but they take a little longer to get out)- make sure you follow us on Facebook and Instagram for the most up to date news!

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