

DAYCARE: Daycare is an off-leash play environment designed for social dogs to play and have fun. All dogs will be formally evaluated before being admitted into Daycare. Dogs will be placed in a group based on energy/size/and or play styles. Puppies typically have their own group unless an agreement between client and Tails of the NEK is made. Since safety is our primary goal, Daycare is not for every dog. It is not a place for adult dogs to try to become social or trained.

DAYCARE REQUIREMENTS:

- Complete the Enrollment Form
- Meet vaccination requirements;
Rabies Bordetella
DHPP Flea & Tick Treatment Program
- Daycare is for healthy & fit dogs, free of conditions that would cause anxiety or discomfort while in a group
- We reserve the right to refuse services and admittance to any dog who lacks proof of vaccinations, displays signs of contagious health conditions, demonstrates inappropriate play behavior or does not meet our health and temperament standards

BOARDING RESERVATIONS: Boarding reservations can only be guaranteed if an administrative fee is given at the time of booking

- A 50% administrative fee at the time of booking to hold reservation is required.
- Signed copies of Enrollment, and Enrichment forms.
- Proof of up to date vaccination requirements at arrival; if a dog is prescribed medication between the time a reservation is made for a service and the time at which the dog checks in for said service, the owner must provide written approval from the treating veterinarian clearing the dog to be in our facility. We have the right to refuse services to dogs that come in on medication for acute medical conditions without clearance from a veterinarian. Our refund policy will apply.

CANCELLATION POLICY

- All purchases are nonrefundable however credit can be applied toward future stays, not to exceed one year from the original payment.

FOOD

Pets are fed twice daily – in the morning and evening. However, we can also accommodate lunchtime feedings. We have a microwave and refrigerator for any food that needs to be warmed or kept cold. We require that you provide your dog’s food, as to not upset their stomach with a change of diet. Please put each feeding in separate Ziploc bags, labeled with their name. Please make sure you bring enough food for your dog’s entire stay. If your dog runs out of food, we will feed your dog our house food for a fee up to \$5 a day.

BEDDING/BELONGINGS

Tails Of The NEK provides clean and comfortable bedding for your dog. In order to maintain a sanitary environment, outside bedding is not permitted. A clean, t-shirt or sheet with your scent is permitted to help reduce separation anxiety. Each dog is permitted two (2) non-squeak toys for their stay.

PROPERTY DAMAGE

We reserve the right to charge an additional property damage fee, up to \$100, to owners whose dogs damage any of our rooms/suites. Property damage includes damage of beds, walls, flooring, equipment, etc. To avoid the potential of any unexpected fees, we strongly recommends that Owners who believe their dogs may cause property damage to speak with a Team Member to determine the best room type or suite for their dog.

Dear Pet Parent,

Thanks for choosing Tails Of The NEK for doggy daycare! Whether or not your dog has been involved in a doggy daycare program, Tails of the NEK program may differ. All dogs do take 1.5-2 hours for lunch to rest, and can rest throughout the day as they like, however, daycare is a fun way to socialize, play and come home worn out!

Things to know:

- ❖ Your dog may come home unusually tired; it is not abnormal for them to be tired the entire next day. That is the point of daycare, after all!
- ❖ Sometimes, energy creates energy. Though dogs get the opportunity to rest, they may still be amped up when they get home. They may miss you and want you to play with them for a few minutes. This is not abnormal either. It should be very short lived compared to non-daycare days though.
- ❖ Dogs may be unusually hungry or thirsty on daycare days. They have an ample supply of water both inside and outside. We cannot force dogs to drink, but we do make sure there is plenty of clean, fresh water available. Running and playing creates a big appetite, too!
- ❖ Dogs play with their paws, which includes their nails. If you notice when your dog jumps on you, they may leave scratches. That is the same concept of what happens when dogs wrestle and play with other dogs at daycare. These are usually not deep cuts, but can be if you allow your dog's nails to get too long. This is the risk of allowing dogs to interact. You may have seen similar scratches when dogs play at dog parks. There is really no way to avoid this; all dogs have nails. If you are worried about this, doggy daycare is not the right environment for your dog.
- ❖ Accidents can happen, and injuries can occur; that is the risk of dogs playing together. As it states in our intake paperwork, Tails Of The NEK and its staff are not responsible for any incidents that may occur during doggy daycare. The risk is quite low, but it is the same concept as children going to daycare and playing on a playground or otherwise interacting.
- ❖ Please note that daycare is outdoors. That means on rainy days your dog is likely to get dirty or muddy. We do not offer complimentary bathing service. Please be prepared to bring towels for your vehicle for the ride home, and to bathe your dog when you get they home. Should your dog get very muddy, Tails Of The NEK staff may contact you to offer an optional bath for a nominal charge. If you are worried about your dog getting dirty, you should opt not to bring them on rainy days.
- ❖ We strive hard to provide a safe, fun environment for your dog to play in. If at any point in time your dog is deemed unsuitable for this free play, cohabitative environment, you will be notified immediately. Should your dog cause injuries to another dog, you are responsible for all vet bills that are incurred. We do our best to diligently warn you of issues as we become concerned about them, before anything arises, and it is your duty as a responsible pet parent to proactively work with a trainer and modify behavior. We see your dog much less frequently than you do and can only do so much here at daycare.

Thanks again for choosing us for your daycare needs!

XOXO, Tails Of The NEK

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