

HAPPY TAILS DOGGY CARE LLC

SERVICE GUIDELINES

1. BOARDING/DAYCARE

Reservations will be confirmed once all HTDC paperwork has been completed and received including receipt of current vaccination proof. The proof should come in the form of a receipt you provide from your veterinarian or directly from your veterinarian. The form should show either dates of administration and/or dates of expiration. The paperwork can be emailed to happytailsdoggycare@yahoo.com or mailed in.

2. REQUIRED VACCINATIONS

Vaccines must be administered at least 5 days prior to arrival.

Required vaccines for dogs:

- Rabies
- Distemper/Parvo
- Note: Older dogs may be exempt from Distemper/Parvo vaccine after age 9 or 10, consult with your veterinarian.

3. CANCELLATIONS

Cancellations not received at least 7 days before the day of the Pet's arrival will result in a forfeiture of the deposit.

4. CONTAGIOUS DISEASES/INFESTATIONS/GERIATRIC PETS

If your pet has been diagnosed with any contagious disease within 1 month of reservation, HTDC will require clearance from your veterinarian before they may stay. If a contagious disease is suspected during their stay, HTDC is not equipped to quarantine pets and will require the pet to be removed immediately. We will contact owner first for direction for removal. If they cannot be reached we will contact the emergency contact. If they cannot be reached HTDC will transport the pet to a veterinarian's facility.

Fleas and Ticks. HTDC strongly recommends administering regular preventative treatment for your Pet against fleas and ticks.

Examples of contagious diseases are:

- Giardia
- Valley Fever (depending on what stage)
- Tracheobronchitis (Canine Kennel Cough)
- Parasites
- Ring worm
- Tape worms
- Intestinal worms
- Conjunctivitis (pink eye)
- Fleas and/or Ticks - if fleas or ticks are discovered on your pet at arrival, HTDC will administer a flea and tick dip at owner's expense. Depending on infestation, HTDC may require the pet to be picked up immediately.
- Others may not be listed. If unsure, please inquire with your veterinarian if it is safe for other pets to be exposed to your pet.

Geriatric pets are welcome as long as they are in good health.

5. GROOMING

Appointments are required, though we may be able to take "day of" appointments if there is availability.

Pet must show proof of a current Rabies and Distemper/Parvo Vaccine.

HTDC does not accept grooming pets to be dropped off and left all day unless they are participating in daycare. The pet will have to be picked up within a reasonable time after notification of completion. HTDC reserves the right to place the pet in daycare if all vaccines are current and has previously participated in a behavior test. If the pet is not qualified to participate in daycare, a \$15 fee will be assessed.

If your pet is participating in daycare and receiving a bath or groom during that day, you will receive a daycare fee reduction of \$10 in addition to the grooming fee.

6. GENERAL REQUIREMENTS

All pets must be leashed when entering and leaving HTDC property.

Arrivals and Departures are by appointment only and available only during office hours. If you arrive after the office has closed you will have to pick up your pet the following day and pay for the additional service. If you arrive early, you will have to wait until the office opens to drop off your pet.

Office hours are:

Monday-Saturday 7:00am to 7:00pm

Sunday Closed

The office is closed on the following major holidays and no drop-offs or pick-ups can be accommodated; New Year's Day, Memorial Day, Fourth of July Day, Labor day, Thanksgiving Day, and Christmas Day.

HTDC suggests that first time clients arrive to appointment and prepare to spend about 1/2 hour to fill documentation, we will need a little extra time to review documentation. If you arrive after appointment please be prepared to wait or it may need to be rescheduled.

- No rawhides or natural bones will be allowed during stays. These can cause serious digestive problems. Nylabones would be a good substitute.
- Please provide appropriate size container for stay.
- No bowls except for slow feeders or risers.
- Pets must be leashed while on HTDC property.
- Pets must have a regular leather or nylon collar. We remove harnesses, choke chains and prong and spike collars. If your pet requires any of these types of collars, please add an additional regular collar.
- Meals are served twice a day which in turn helps reduce the risk of digestive complications during group play.

7. BEHAVIOR TEST

A behavior test is performed and can take anywhere from an 1/2 hour to a day depending on the pet's acclimation and comfort duration. This test will be performed before or on the first day of their stay. It is recommended you make a daycare reservation prior to your first boarding stay if unsure of how your pet will perform.

The test consists of:

- Touching pet all over to determine any sensitive areas that may provoke a warning or aggressive response.
- Test for food or toy aggression
- We will use the information provided by owner in conjunction with a slow introduction to different playgroup types that include size, age and energy level to ensure a safe and comfortable play experience.

The behavior test must show pet is suitable for group play. If pet displays any aggression towards staff/people on a particular day, HTDC will require the pet to be picked up. If the pet continues to exhibit aggression towards staff/people, HTDC will ask that the pet not return for any services.

Pets are assigned to a play group of like size, age and energy level based on the outcome of the behavior test.

8. GROUP PLAY REQUIREMENTS

Pets must be a minimum of 4 months and have received the complete series (typically 3) of its' puppy vaccines.

Pets' behavior test must prove them suitable for group play.

Pets' don't have to be spayed or neutered to attend HTDC.

- Males - If an altered or unaltered male displays mounting or dominance behavior, he will be removed from the playgroup. If he is boarding, he will not participate in group play.
- Females – If an unaltered female goes into heat during their stay, she will be removed from the playgroup. If she is boarding, she will not participate in group play. HTDC will take a female that is currently in a heat cycle for boarding or daycare.

If pet cannot be controlled by staff, or will not listen to commands, or if staff feels its behavior may endanger staff. HTDC will ask that the pet not return for any services.

9. WHAT'S INCLUDED WITH YOUR BOARDING FEE:

For Dogs

- Group play (unless you request the pet not participate or if the behavior test concludes the pet is not suitable to participate)
- Individual play, if not participating in group play (the number of play times is reduced to 2 to 3 times at least 20 minutes or more)
- Treats (per owner consent)
- Toys
- Medication administration
- Meals - either HTDC or from home
- Cots
- TV viewing featuring pet friendly shows
- A free departure bath is included for pets staying a month or longer (if coat condition or size of pet is such that time and effort exceeds "normal", you will be required to pay an additional \$10). You will have to advise HTDC at check in if you prefer to be exempt from departure bath. Client may request pet be groomed during their stay. If it qualified for a departure bath, a \$10 discount will be applied to the groom fee. If pet falls under exceeds "normal" then no discount would be applied.

Additional service available for an extra fee

- Bath for additional charge. An estimate will be provided at check-in.

10. WITH BOARDING WHAT'S INCLUDED WITH YOUR DAYCARE FEE:

For Dogs only

- Group play
- Note: Unless the behavior test concludes the pet is not suitable to participate, then we will advise owner and suggest pet not return. If pet has to be removed from client's home for a day or more due to construction, carpet cleaning, house cleaners, guests that may be allergic or fearful, etc. we will be happy to care for your pet and advise that they will not participate in group play if unsuitable for group play.
- Treats (per owner consent)
- Toys
- Medication administration
- Meals - either house or from home
- Cots
- TV viewing featuring pet friendly shows

Group play begins at 8:00 am and continues to 6:30pm. The play groups are alternated so they play then have a rest period. There are 2 separate play groups going on at once with play ground monitors watching. There are 4 groups in total.

HTDC reserves the right to cancel daycare or cut off the number of arrivals due to capacity limitations.