



Policies and Procedures

Woof Pack has over 12,000 SQ feet of indoor play areas set on 3 acres of park like settings. Our dog daycare is the perfect solution to maintain a happy and healthy dog. Dogs are pack animals by nature, but rarely get to be around a “pack” in today’s world. As a result, some dogs become dog aggressive or overly fearful around other dogs. Daycare benefits both owners and dogs alike. Here are some listed benefits why your dog should come to Woof Pack:

Socialization.

Human contact.

Expert supervised playtime

Mental stimulation

Relief from boredom

Good solution for busy owners who do not want strangers in their home.

Prevents destructive behavior i.e. chewing furniture.

Prevents obesity, builds muscle, and keeps joints flexible.

At the end of your day you will bring home a happy, and tired pup!

Approval Process:

To be considered, all candidates must be neutered or spayed by the age of 7 months, not aggressive or extremely dominate, and pass a temperament test administered by a qualified Woof Pack member. To attend daycare dog(s) must be between the ages of 12 weeks to 11 years old.

Each client must sign the Woof Pack agreement and Medical card before starting any services at The Woof Pack.

Upon admission or re-admission, the owner must certify that their dog(s) are in good health and have not been ill with a communicable condition within the last thirty days. Dogs that have been ill with a communicable condition within the last 30 days will require vet certificate of health to be admitted or re-admitted to Woof Pack.

Each dog must be current on all vaccinations. Required vaccinations for Woof Pack members are as followed: Rabies Vaccination as per CT state law, Distemper(parvo), Bordetella (kennel cough), and maintain an annual negative fecal result. Since the Bordetella vaccine takes several days to become effective, Woof Pack recommends receiving the vaccine at least 7 days prior to attending. Documentation must be on official vet letter head, no hand-written results or vaccines accepted.

Interview and Evaluation

Each owner is required to have a brief interview and fill out the behavioral questionnaire for each dog. Each dog is required to complete a temperament test with a qualified Woof Pack member to ensure your dog’s temperament is a good fit for the pack. At Woof Pack, safety is our top priority, and aggressive or unfriendly behaviors can be dangerous for both dogs and staff members alike. Woof Pack prefers temperament test to be scheduled in advance to allow enough time to adequately evaluate your dog’s temperament. Initial evaluation can last anywhere from 10-30 minutes. Pets are required a 7-day probation period where woof pack can observe the dog’s adjustment to the pack environment. After passing the initial evaluation pets are considered “on probation” since their behavior can change. If their social skills become unsuitable at any time, their daycare privileges can be suspended.

Check in/Checkout

For the safety of everyone, all dogs are required to enter and exit the facility on-leash. Remember, your dog may be friendly, but we may have other dogs in the lobby that have not been assessed yet. Most collars can cause safety hazards in a group play environment. Therefore, Woof Pack will typically remove your dog’s collar when they arrive. Clients do not require reservation for daycare. Woof Pack clients can drop off and pick up their dog anytime within business hours. Late pickup: There will an additional fee of \$10 for all late pickups up to 15 minutes. After that, Dog will automatically be boarded at the owner’s expense.

Lunches

We do not recommend that dogs eat anything substantial during daycare due to high level of physical activity during daycare. Pet owners should realize the risk of life threatening “bloat” (i.e. gastric dilation and volvulus) increases when dogs participate in vigorous amounts of activity especially for large and deep chested breeds. Owners who feed their pets in the morning should do so at least an hour before daycare. Exceptions will be made for puppies, and dogs with specified medical conditions. If feeding is required owners must provide labeled lunchboxes with premade zip lock or plastic containers, please no glass or breakable items. Lunches will be served between 11-12pm with a 45-minute break. Fresh Water is available to our dogs at all times. The following items are not allowed for lunch: Rawhide chews, cooked bones, dental chews, Nyla bones, all items listed pose a serious choking hazard.

*Woof Pack has plenty of bowls so it is not necessary to bring bowls with your dog.

Medications

If your dog is taking any medications, be sure to bring them in the original bottle. This is a state requirement and it ensures that we can provide accurate information to a veterinarian in the event of an emergency. It is helpful if you can provide clear written instructions for administering your dog’s medications. Woof Pack does not charge an additional fee for administering medication. Please ensure your medical card is always up to date.

Risks:

Just as when you send a child to school, dogs can get colds, coughs, stomach bugs and other contagious diseases. Just as your child’s school does not pay for doctor’s visits when your child is injured or becomes sick, Woof Pack does not pay for vet bills if your dog becomes sick or is injured while with us. Dogs that have been ill with a communicable condition within the last 30 days will require vet certificate of health to be re-admitted to Woof Pack. Owner understand that supervised off leash socialization and interaction between our guest is encouraged. Owners also acknowledge that dogs are unpredictable in behavior and are aware of risks involved in such play therefore assume all risks.

Dirty dogs

Please understand dogs just as kids like to get a bit dirty while having a blast running and romping around the play yard. Staff here at Woof Pack like to ensure your dogs have as much fun and socialization as possible, be prepared upon pickup.

Flea and Tick preventative

Since fleas are easily transmitted between pet to pet, Woof Pack strongly recommend owners to treat their pet with a vet approved flea and tick treatment. To ensure the safety of other dogs that may be allergic to such treatments such as Frontline the pet must wait 48 hours before attending daycare. All flea and tick collars must be removed before entering the premises.

Pack Behavior

The following behaviors are not allowed and will result in a 15-minute downtime separated from the pack in order to refocus and ensure pack safety:

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|--------------------|-----------------|-----------------------|
| -Mounting | -Tail pulling | -Muzzle Punching |
| -Pica | -Fighting | -Excessive Claiming |
| -Bullying | -Fence Fighting | -Stalking |
| -Excessive barking | -Hole digging | -Destructive Behavior |

Here at Woof pack we do not use Electronic stimulation collars.

Payments

Personal checks (no starter checks) maximum of \$50, MC, Visa, Discover, American Express.

*There will be a \$25 handling fee for all returned checks. Payment is due in full at the time services are provided. Our prices are listed and explained on our website as well as in brochures that are placed in the lobby of each of our locations. It is your responsibility to make sure that you understand our charges prior to boarding your dog. Woof Pack does not allow clients to defer payment beyond the time you pick up your dog. Payment for boarding will be required in advance. If someone else will be picking up your dog, pay via phone or please pay in advance.