

## **Canine Resort Daycare Rules and Procedures**

### **IMPORTANT HEALTH & SAFETY NOTICE**

The health and safety of our dogs, customers, and staff are of the utmost importance. Therefore, the following rules and expectations must be followed:

- Aggressive breeds are not permitted.
- All dogs must use regular flea and tick preventives.
- All dog parents must complete a temperament questionnaire.
- All dogs must complete a successful temperament evaluation.
- All dogs must be spayed or neutered.
- All dogs must have updated vaccinations. We require all dogs to be up-to-date on their rabies, distemper, and bordatella (kennel cough) vaccines. We also recommend the canine influenza vaccine, but it is not required. We recommend that all dogs use flea, tick, and parasite-control products, but do not administer on the day your dog attends daycare, as doing so could be unsafe for the staff and the other dogs.
- Your dog's vaccination records must be provided on or before the first day of service. Please provide us with updated records as the old ones expire.
- Dogs with contagious diseases or parasites are not permitted. If a dog shows signs of disease or parasites while in our care, we will isolate him/her from other dogs.
- In the event of injury, Canine Resort trained staff will administer first aid and immediately contact the dog parent. If the dog requires immediate medical attention, the dog parent will immediately be notified and the pup will be taken to the Animal Hospital at the pet parents' expense.  
*(Note: If the injury was caused by aggressiveness of another dog or negligence of our staff, the responsible dog parent or Canine Resort will be responsible for the hospital expense).*

### **PROCEDURES**

**Client Drop Off:** When you drop off your dog for daycare, you will be greeted and your dog will be checked in. The dog will be escorted to the appropriate play area and treats, food, or medication you provide will be properly stored.  
*Please place your dog's name and provide feeding instructions on any treats, food, or medication you provide.*

**Client Pick Up:** When you pick up your dog from daycare, you will be greeted and the dog will be escorted to you. If you did not pay online, the staff member will accept the payment via cash, check, or credit card. You will receive any containers you dropped off and a daily report of your dog's experience.

**Closing Time/Emergency Boarding:** Canine Resort closes at 6:00 p.m. Monday – Friday. If your dog has not been picked up by closing time and you have not made prior arrangements, your dog will be enrolled in emergency boarding and will stay at our boarding facility overnight. You will be charged a late fee of \$25 in addition to the regular daycare fee, and you may pick up your dog the following day during regular business hours.

### **Issues and Concerns**

Canine Resort will strive to always provide a safe, clean, and customer friendly atmosphere. If any issues or concerns arise, please contact the owner, Veronica Crawford via email at [dogresort@canineresortllc.com](mailto:dogresort@canineresortllc.com).

### **BEHAVIOR REQUIREMENTS**

- Dogs are expected to arrive and leave with a leash or harness. Dogs will be leashed or harnessed during transport for check-in and check-out, or being transported to isolation.
- Dogs will be separated based upon size. Dogs up to 50 pounds will be housed in the small/medium dog play area, dogs over 50 pounds will be housed in the large dog play area. Each group will utilize the outdoor play area on a rotating schedule, if weather permits.
- We do not allow aggressive play, excessive barking, or dominant behavior. Our staff uses positive reinforcement techniques to maintain a calm energy in the pack. We understand that many dogs may be over-excited on their first day, and we will work with your dog to teach him/her the rules.
- Dogs that demonstrate aggressive behavior will be isolated and will not return to the pack until a successful positive evaluation is completed.
- All Canine Resort staff will train dogs using the same commands.