

dog's day out

DAY CARE CLIENT INFO

We are honored that you have chosen **dog's day out** to care for your beloved dog. We pride ourselves in providing services that meet or exceed the expectations of both our two and four legged clients. In order for you to become familiar with our dog day care program, I would like to review some information to enhance your understanding of dog day care. Please take a few moments to read the following information.

DROP OFF/PICK UP ETIQUETTE

The door is generally unlocked between 7-9 am and 4:30-6:30pm. You do not need to knock (it often riles the dogs up more!) if you are dropping off/picking up during these times. Some dogs have *high arousal rates* and can redirect aggression towards other dogs during periods of excitement; therefore, we crate certain dogs during entrances and exits. We may also be outside at the time, but we will eventually get to the door (it's hard for anyone to be at the front door unnoticed for long!) You are allowed to drop off and pick up whenever is convenient for you however, we ask that you call and notify us if you will be arriving after 10:00am or before 4:00pm.

PARKING

Please feel free to use our driveway on the south side of the building any time. There is no street parking in the front of the building in the mornings from 7-9 am; afternoons are fine. Please do not pull in to the chiropractor's driveway on the north side of the building or into our neighbors to the south's lot at any time (even briefly).

COLLARS

All dogs attending daycare must be wearing a break away or "quick release" collar. If you do not have one we will provide one free of charge for your dog to wear during day care. We also always recommend your dog is micro chipped with identification information.

LEASHES

It is possible to make an error and go home with the wrong leash. If this is a concern for you, please put an ID tag or write your dog's name on the leash.

EVALUATIONS

In addition to the 30 minute pre-evaluation, dogs are being evaluated for their suitability in DDC on their first day care day. We are screening for signs of aggression, evaluating the level of social skill and assessing the level of training the dog has in terms of basic obedience, crate training, gently taking treats etc. If your dog does not 'pass' the evaluation, it does not mean that he/she is a 'bad dog'. It simply means that DDC is not the right environment for your dog. DDC is **not** good for every dog and can even be behaviorally detrimental to some.

COMMON CONCERNS

Some dogs' play style includes wrestling. You may notice mild scratches/nicks on your dog, especially if your dog has pink skin. This is quite common is no worse than minor scratches children endure when playing in the park.

Many people ask us why their dog is so thirsty when they leave dog daycare. For most dogs this is an anxiety behavior and it is generally nothing to be concerned about. We assure you that your dog had access to fresh water all day.

HEALTH

Since DDC is an open concept environment where dogs come into full contact with other dogs, we ask that you do not bring your dog if he/she has any of the following symptoms:

- Green or Yellow Discharge from the eyes

- Diarrhea
- Vomiting
- Coughing
- Ear infections – If the ears are very sore/sensitive.
- Flea infestation
- Scabs on the skin of unknown origin
- Open wounds
- Stitches from previous surgery or wounds
- Has been spayed or neutered in the last 7 days
- Any sign of ill health

If your dog has become ill and your veterinarian has advised you that it is contagious, please inform us promptly of this information.

NAILS

Since the dogs play together, we ask that you keep your dog's nails trimmed to prevent injury to your dog and to others. A broken toenail can be a very painful experience. We will trim your dog's toenails for you for a fee of \$15.

*We can also clean your dog's ears for \$10 and provide a bath for \$20-\$30 (depending on weight)

ALLERGIES

We may give your dog treats during the day so if your dog has food sensitivities and/or is on a special diet, please advise us so that we don't feed him/her the allergen.

INJURY

If your dog has suffered an injury while attending daycare, we will make every effort to contact you. If we are unable to reach you, within a reasonable amount of time and effort, we will seek treatment for your dog from one of our own veterinarians.

INFORMATION

If your contact information should change, please be sure to inform us.

RATE AGREEMENT

1. Payment is due day of service (for 1 day/wk) or the *first* day of dog's day care week in order to hold the days following. You may pay weekly or monthly at the *beginning* of the week or month only. \$29/day for 1-2X/week, \$27/day for 3 or more days/week. No billing.
2. Client is responsible for payment unless *24 hour notification* of absence from day care is given. Specifically, **by 7:00AM the day prior** to scheduled day care day.
3. Late pick-up fee: \$15 for every 15 minutes (or part thereof) past 6:30 PM.
4. If your dog is absent from day care for anything more than 1 week you are required to pay for his scheduled day(s) or forfeit his regular day care space.
5. Day substitution on available basis only.

ASSURANCE

We assure you that your dog is in very capable and caring hands here at **dog's day out**. Your dog will develop superior social skills, improve his/her level of physical fitness and go home a happy and content dog. The benefits to dog daycare, which you will quickly begin to experience, are numerous. We have a genuine concern for your dog's enjoyment and want to ensure a positive experience.

If you have ANY concerns or questions, please contact us directly either by email at danette@dogsdayoutseattle.com or Erica@dogsdayoutseattle.com or by phone (206) 706-4875.

Most sincerely,

Danette Johnston, Owner and Erica Wells, Day Care Manager

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