



724 Scott Ave. Des Moines, IA 50309 515-288-0957 info@dmdoggy.com www.dmdoggy.com

INFORMATION & POLICIES:

The purpose of Downtown Doggy Daycare, LLC ("Center") is to provide a safe, fun and enriching social environment for dogs to exercise and receive personal attention during the day. To ensure the safety and health of your pet and other guests, we kindly ask that you please read through the following information regarding our daycare and boarding services.

I agree that my dog meets the following requirements:

_____ *Initial*

AGE: All dogs must be at least 12 weeks of age or older.

SEX: All dogs must be spayed or neutered by 6 months of age. Puppies can start prior to 6 months but must meet this requirement at this time frame or they will not be allowed to return to daycare until spayed or neutered. We do require a vet record documenting this procedure.

HEALTH: All dogs must be in good health. Owners will certify their dog(s) are in good health and have not been ill with a communicable condition in the last 30 days. Upon admission, all dogs must be free from any condition, which could potentially jeopardize other guests. Dogs that have been ill with a communicable condition in the last 30 days will require veterinarian certification of health to be admitted or readmitted. If your dog is suspected of having fleas, ticks or a communicable condition, Downtown Doggy Daycare, LLC will put your dog in an isolated area and notify you immediately of our discovery. Veterinarian certification of health will be required to be readmitted into daycare. We also kindly ask that you inform us if/when your dog has been out of state for a length of time.

I agree to complete the following steps to enroll my dog at daycare:

_____ *Initial*

APPLICATION: All dogs must have a complete, up-to-date and approved application and signed owner's agreement on file to attend daycare. This must be on file with the daycare along with the vaccinations prior to setting up the sniff-n-wag evaluation.

VACCINATIONS AND PREVENTATIVES: All dogs must have up-to-date vaccinations, proof of a fecal test and be on monthly heartworm and flea preventative. Owners must submit written proof of the Rabies, DHLPP and Bordetella (kennel cough) vaccine along with a negative fecal test from your veterinarian. The Bordetella (or kennel cough) vaccine must be given **at least 10 days prior to a boarding visit**. Your veterinarian can email the records to us at info@dmdoggy.com or fax the records to 866-604-8085. **We cannot take your dog for daycare until we have a copy of these records.** It is the owner's responsibility to provide us with updated records prior to a scheduled visit. We have the right to not allow a dog with outdated vaccination records.

SNIFF-N-WAG EVALUATION: All dogs must be evaluated for temperament and aggressiveness to see if they are a proper fit for the group setting. The sniff-n-wag evaluation includes reviewing your application and discussing dog's habits and behaviors. We evaluate the dog with and without the owner present to identify any changes in your dog's behavior. Lastly, we gradually introduce your dog to other dogs in their playgroup. This process lets us guarantee a safe environment for all of our dogs. Downtown Doggy Daycare, LLC has the right to turn away any dogs that are not a proper fit for daycare at any time. The first day of daycare is an additional trial day where we further evaluate your dog. There is no cost for the first day.

I agree that I understand the following information and will adhere to the policies included in this agreement:

_____ *Initial*

BEHAVIOR: All dogs must be non-aggressive and not food or toy protective. Owners will certify that their dog(s) have not harmed or shown any aggressive or threatening behavior towards any person or any other dog(s). Please remember your pet will be spending time with other pets and the safety and health of all animals is our main concern. Your dog's behavior will be constantly monitored to avoid accidents. All staff is supplied with slip leads and whistles to break up any confrontations if needed. Downtown Doggy Daycare, LLC does not allow aggressive behavior and dogs will be provided with time-outs in an isolated area when necessary. All behavior will be documented and relayed to the owner. If problems persist, the dog might be asked to leave daycare.

FOOD AND WATER: For daycare, Downtown Doggy Daycare, LLC can feed your dog during naptime at the request of the owner. For boarding, dogs are fed twice a day (breakfast and dinner) unless otherwise instructed by the owner. We will supply dog food if not provided at the cost of \$2.00 per meal (up to 2 cups; it is an additional \$1 for 2 cups or more.)

Please bring food in an air-tight container and we will serve as instructed. We utilize an automatic filtered water system so fresh water is always supplied for your dog throughout their stay at Downtown Doggy Daycare, LLC.

PET BELONGINGS: Each dog will receive a personal cubby to hold their food, toys or other items brought for daycare or boarding. We supply all the necessary items for your dog to stay for a sleepover. However, owners are welcome to bring a favorite blanket to provide the comforts of home. Downtown Doggy Daycare, LLC will provide clean bedding, toys, and bowls on a daily basis. Please no rawhides or any items that might be a choking hazard. We will not leave these items with your dog overnight.

MEDICATIONS: We can administer heartworm, flea and other medication as needed. Please supply staff with all pertinent information on medication and sign medication form. Also, please do not put medication or supplements in with the food. We treat and handle supplements just like a medication. Please bring in a separate container with clear instructions.

SCHEDULING: Reservations are required. Please check for availability by submitting the reservation form on the website, sending us an email to info@dmdoggy.com, calling 515-288-0957, submitting a reservation request on the website or mobile app.

We prefer a recurring schedule for our group environment. A recurring schedule is one where you have a set day(s) each week or month. For example, Lucy the Lab would be scheduled for every Monday and Wednesday. This allows the dogs to be familiar with the other dogs in attendance as well as allows management to estimate group numbers and maintain a safe environment.

With recurring spots, these are scheduled indefinitely until the client requests modification or cancellation. We do have a policy if a dog misses 3 consecutive recurring appointments (without providing cancellation notice) then their recurring spot will be removed from the schedule.

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CANCELLATION POLICY: Cancellations with less than 24-hour notice will be charged full fees. **We consider this to be notification by 10 am the day before your reservation.** For daycare, there is a cancellation fee equal to the service reserved. For boarding, you will be charged for the first day of boarding for each dog. This charge also applies to no-shows on the day of the scheduled reservation. For holiday/peak seasons, there is a 72-hour cancellation notice required. This would include reservations made within the week of the following holidays: New Year's Day, spring break, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas Day. We require all cancellations to be made **in writing** by either emailing us at

info@dmdoggy.com, filling out the cancellation form in the lobby or submitting cancellation through the SMS messaging system.

FLEAS: If fleas are found on a dog after dropping off, he /she will be isolated from the other dogs. We will call the owner to pick up. The dog will only be allowed back for daycare once all evidence of fleas is eliminated. For boarding clients, the dog will be bathed with a flea and tick shampoo at the owner's expense.

DOG PICK UP: We must be provided with names of people allowed to pick up your dog. We have a form to be filled out with the names and contact information for anyone allowed to pickup your dog. We kindly ask that you call or email if you plan on picking up earlier than scheduled. This allows us to move around any exit bathing services and ensure all pet belongings are together and ready to go.

TREATS: With parent's permission, we provide treats at departure. Parents can also bring own treats to store in your dog's cubby during their visit. DDD also offers naptime treats and evening tuck in treats. We also take suggestions if your dog has a special treat they enjoy.

LEASHES AND COLLARS: We require all dogs to enter and exit the lobby area on a leash. We will remove your pet's leash/collar for you take with you. If there's a different person picking up, we can store your pet's leash/collar on a hook in the back area. We play "naked" as a safety precaution so pets will not be wearing collars, harnesses, etc. in the playroom. Staff members are supplied with slip leads to help handle the dogs in a group setting. In the case of similar looking dogs, we use paper collars with their name to help identify the correct dog.

NAILS: We ask that nails are kept trimmed to prevent injury to staff or other dogs. We have the right to trim nails if they are too long or sharp at the owner's expense.

GUARDIAN/CONTACT INFORMATION: Please supply us with current contact information for any/all of the dog's guardians. Please update us with any changes in address, phone number, email address, veterinarian and emergency contact. It is imperative that we always have updated information when your dog is attending daycare or boarding. We consider the guardian of the dog the person(s) that sign the owner's agreement. We would need an updated agreement signed in the event that guardianship changes.

EMERGENCY CONTACT: We require all dogs enrolled in daycare to have an emergency contact, someone other than the pet parent(s), on file. This person would be contacted in the event that we cannot get hold of the guardian when necessary. Please keep us updated if this person changes at any time.

NAPTICES: All dogs are required by the state to have a 2-hour mandatory break. We have this scheduled into our day between 12 pm to 2 pm. During this time, we provide any requested nap time treats, lunches, bathing services or extra services. Throughout the day, we also rotate the dogs in the room for rest breaks to ensure they are receiving plenty of down time.

MEDICAL CARE: If medical attention is necessary, Downtown Doggy Daycare, LLC will contact owner to inform them of the situation. We will make the necessary arrangements to transport your dog to the daycare's primary veterinarians (All Pets Hospital or Blue Pearl.) Please review and sign the medical release form at the end of this packet.

I agree that I understand the following information and will adhere to the policies included in this agreement:

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CLEANLINESS: To ensure a clean environment for your dog, we disinfect the facility on a daily basis with a hospital grade, pet safe disinfectant. We are licensed and regularly inspected by the Department of Agriculture and Land Stewardship.

PAW-GRESS REPORTS: You can sign up to receive a paw-gress (progress) report detailing their visit to daycare. We will keep you updated on your dog's temperament and behavior during their visit. With

boarding, you are welcome to purchase pup-dates. Pup-dates are a text update on your pup's visit plus a photo.

SOCIAL MEDIA: We utilize Snapchat on a daily basis and post photos and video of the group's daily activities. We also have a Facebook page and Instagram where you can find important information, current events, etc. regarding DDD.

REFERRAL PROGRAM: Refer a friend for daycare and boarding and receive a free day of daycare if their dog comes for a visit.

BOARDING: All dogs boarding must be social and able to be in the group setting. We suggest taking advantage of our free first day of daycare prior to a boarding sleepover so your dog is comfortable with the facility and staff prior to staying. We also encourage all owners to work on kennel training with your pet kennel prior to boarding to make their stay more comfortable.

During boarding, we will often see some of the following issues:

Stress: Boarding can be stressful for your pet. It can take some adjusting being away from home. Please let us know at drop off if you utilize any remedies at home for stress (thunder shirt, calming treats, calming collar, etc.) We can provide our calming lavender lotion or a calming PB treat. It is not uncommon for dogs to develop some stress diarrhea while boarding. We will notify the owner if this occurs.

Appetite changes- It is not uncommon for dogs to not eat very much the first day or two of boarding. They usually gain their appetite back, but we can provide topping options to entice them to eat. In the event your dog is not eating well, we can try several topping options to entice them to eat. Some options would include Sojo's topping, wet food, peanut butter or a crumbled treat. Please inform staff at boarding drop off if you have a preference on adding toppings in this situation. We will contact the owner if the pet is not eating well.

Behavior issues- Your dog might exhibit unusual behaviors (grumpiness, aggression, pacing, whining, excessive barking, depression) while boarding due to stress, separation anxiety and change of routine. Staff will document any non-aggressive stress behaviors and provide your dog with breaks and/or one-on-one time away from the group. Any dog exhibiting aggression towards staff or other dogs would be isolated from the groups for the remainder of their stay.

DAYCARE PRICES: Fees are based on a pass plan for daycare. You may purchase a ½ day, a full day (or daily), 10 half day pass, 15 half day pass, 5 full day pass, 10 full day pass or 20 full day pass plan. Passes expire in 60 days.

Multi day passes are nonrefundable and can only be used for daycare. Please see rate sheet for more information.

BOARDING PRICING: We do pro rate the price for the drop off date and pickup date. Please see the rates page for more pricing information. Also, we are happy to provide a quote at your request. For boarding, there is a partial charge of \$14 for Sundays and any holiday with 4 pm to 6:30 pm pickup times (since the dogs are out for 4-8 hours of daycare.) Payment is due upon pickup of your dog unless other arrangements are previously made. We take credit card (Visa, MasterCard, Discover), check and cash. There is a \$20 return fee on checks. We also have an online payment option on our website.

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REWARD PUNCH CARDS: We offer daycare and boarding reward cards. For daycare, purchase multi day passes and receive punches towards free days of daycare (5 day=1 punch, 10 day=2 punches, 20 day=3 punches, 10 half day=1 punch, 15 half day=2 punches.) Receive 12 punches and get three free days of daycare. The free days are added to your account at the time your pass is bought. For boarding, punches are given per night on full boarding (drop off prior to noon.) Receive 10 punches and get one night of

boarding free.

DISCOUNTS:

- MILITARY DISCOUNT: 10% off
- FAMILY DAYCARE PASS: There is a 10% discount off any additional dog's half-day or daily pass. Multi-day passes can be split among family dogs, but they do not qualify for the family discount unless more than one pass is purchased.
- FAMILY BOARDING DISCOUNT: There is a 20% discount of any additional dog's boarding stay. This excludes any extras like grooming, naptime treats, etc.
- EXTENDED BOARDING DISCOUNT: Dogs staying longer than 14 days receive an extended stay discount. Please check with staff for quote.

BATHING: We also provide the option to purchase bathing services. If you purchase a multi-day pass, your dog will receive one free nail trim (except the 20-day pass includes 2 nail trims.) Bathing services can be scheduled, as you deem necessary, by emailing info@dmdoggy.com. In the event that your dog gets muddy or dirty during a visit, we will voluntarily use a spa day to send your dog home fresh and clean. The free nail trims expires when the pass has been used. Boarding clients that stay for 3 nights or more receives a complimentary bath and ear cleaning (except holiday boarding times.) Please see services page on the website for information on bathing services.

HOURS AND CLOSINGS:

DAYCARE:

Mon. – Fri.: 6:30 am to 12 pm; 2 pm to 6:30 pm
Sat.: 8 am to 10:30 am; 3 pm to 6:30 pm

BOARDING:

Mon. – Fri.: 6:30 am to 12 pm; 2 pm to 6:30 pm
Sat.: 8 am to 10:30 am; 3 pm to 6:30 pm
Sun., 4 pm to 6:30 pm

These are the normal hours of operation. We will have special hours during certain time frames (holidays, spring break, etc.) We will post notices and send out emails when we have special hours.

Staff goes off duty at closing and there is a \$5.00 charge per 10 minutes for any pet left after closing. If pet is left one half hour past closing, and we cannot reach the owner, they will be considered a boarding client and you will be charged an additional fee.

HOLIDAYS: DDD is closed the following holidays for DAYCARE: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas Day. During holiday time frames, we will have limited daycare spots and recurring appointments are not valid. Announcements via email, flyers and signs in the lobby will be posted regarding signup for these days. For boarding, we are closed for pickups on 4th of July, Thanksgiving and Christmas. We are open from 4 to 6 pm on New Year's Day, Memorial Day and Labor Day.

EMERGENCY MEDICAL CARE RELEASE:

If medical attention is necessary, Downtown Doggy Daycare, LLC will contact owner to inform them of the situation. If we are unable to reach you or your emergency contact and immediate medical attention is required, we will transport your dog to the nearest animal hospital or clinic. With non-urgent matters, we will wait until contact is made with the owner to discuss the situation and advise on further treatment.

I agree to allow certified staff perform first aid or CPR in the event it is necessary.

I, the owner and guardian, understand that there is a risk to enrolling my dog(s) in doggy daycare and boarding. I provide consent to Downtown Doggy Daycare and it's employees to act on my behalf in the event of serious injury and/or illness. If I am unreachable, I am giving Downtown Doggy Daycare and it's employees the right to authorize and/or refuse any necessary medical treatment under the care of the treating veterinarian.

I understand that I am 100% responsible for any and all cost incurred for treatment.

SIGNATURE

DATE

OWNER'S AGREEMENT

I hereby certify that my dog(s) is/are in good health and has/have not been ill with any communicable condition in the last 30 days. I further certify that my dog(s) has/have not harmed or shown aggression or threatening behavior towards any person or another dog. I have read and understand the following:

1. I understand that I am solely responsible for any harm caused by my dog(s) while my dog(s) is/are attending Downtown Doggy Daycare, LLC ("Center").
2. I further understand and agree that in admitting my dog(s) to the Center, the staff have relied on my representation that my dog(s) is/are in good health and has/have not harmed or shown aggressive or threatening behavior towards any person or any other dog.
3. I further understand and agree that the Center and its owners and employees will not be liable for any problems that develop and I hereby release them of any and all liability, claims, expenses, causes of action, suits, rights, and entitlements of any kind, relating in any way to the services provided including without limitation of injury, death, sickness, or damage that my dog(s) may suffer during or after my dog's/dogs' attendance and participation at the Center.
4. I further understand and agree that my dog will be co-mingling with other dogs during their stay at the Center. I understand and agree that dogs can sometimes receive minor cuts and scratches at daycare. I also understand and agree that there is an inherent risk of serious injury or disease when dogs owned by different people are allowed to co- mingle. If problems arise, I understand and agree to my dog(s) being treated as deemed best by staff and volunteers of the Center at their sole discretion, and that I assume full financial responsibility for any and all expenses involved.
5. I further understand that it is my responsibility to keep my dog(s) vaccination records current and provide the daycare with a copy of the records when updated. I understand the daycare has a right to turn my dog away if I do not have proof of current vaccination records.
6. I further understand that my dog may be captured on photos, video or other media while visiting. I hereby allow the Center to use my dog's likeness in video, print, websites or other social media.

I certify that I have read and understand the policies of the Center as set forth on the preceding pages and that I have read and understand the conditions, and statements of this agreement.

SIGNATURE

DATE