



## Policies & Procedures

- **Spay/Neuter Policy:** All dogs over 7 months of age must be spayed or neutered.
- **Vaccinations:** Only pets that have been fully vaccinated will be allowed in the playgroups at DDG. DDG recommends that all vaccinations to be **up-to-date a week before** coming to play, vaccines include Distemper, Bordetella and Rabies. A flea and tick preventative is also required along with a heartworm preventative. A Bordetella vaccine is to help prevent kennel cough. Kennel cough is basically dog bronchitis. It is very common and quite contagious when many dogs are housed together under one roof. While kennel cough is rarely life threatening, it can be expensive to treat.
- **Behavior:** Before we can allow any dog to become a member of our playgroups they must first pass our EVALUATION/TEMPERAMENT TEST. This consists of slowly introducing the newcomer into the group, watching behavior and determining whether or not they are able to fit into the playgroup. Behaviors that are not tolerated are excessive marking or humping and aggressive behavior toward other dogs in the playgroup or towards the staff members. Temperament testing must be passed before a reservation to come back for daycare or boarding can be made.

Rough housing is what dogs do best; they play with their mouths and paws, however, we do not allow aggressive behavior. Since DDG promotes a social atmosphere we can only admit dogs into the playgroups that are very social. Like people, dogs occasionally have bad days. If a dog displays non-social behavior, he or she is put into time-out. Time-out consists of the dog being put in an area such as the lounge, small playroom or a bedroom by himself for 10-20 minutes. This gives everyone a chance to settle down. While in playgroups, dogs are expected to display a certain degree of "manners".

DDG reserves the right to turn away animals that behavior/temperament is considered unacceptable. DDG also reserves the right at any time either during your initial temperament test, daycare or boarding stays to request that the dog owner come pick their dog if we feel their behavior is not up to our standards or expectations.

- **Sickness/Illness:** If your dog is showing signs of illness; coughing, sneezing, diarrhea or any other symptoms, owner agrees

not to bring their dog into our facility. This is for the safety of your dog as well as any of the other dogs here. If your dog has recently been sick or has had surgery you will want to make sure your veterinarian is giving you clearance to bring your dog into this type of environment; If your dog is here and begins to show any symptoms of illness DDG will contact the owner and require that the dog be immediately picked up.

- **Canine Viral Papillomas:** Also known as "dog warts", this virus is becoming more common with the ever growing popularity of dog daycares & dog parks. Viral Papillomas are round in shape but usually have a rough surface similar to a cauliflower. They occur most commonly on the lips and muzzle of young dogs (usually less than 2 years of age). The virus is transmitted by contact of an infected dog. They are not considered harmful to the dog and will go away on their own. It is DDG's policy to inspect all dogs regularly at our facility. Those dogs that have the virus will be asked not to return until it has cleared up so as not to infect any other dogs. Though measures are taken to prevent the spread of warts, DDG is not held responsible should a dog become infected with the virus.
- **Emergency Care:** In the event of injury or illness DDG will initial try to contact the dog owner directly to discuss what they would like done. If the dog's owner can not be directly contacted our next step is to contact the emergency contact given in your paperwork. If no contact can be made with either the dog's owner or the emergency contact person it will be DDG decision to move forward with what they feel is the most appropriate action. At this point the dog owner is authorizing DDG to move ahead with any medical treatment deemed necessary by a nearby veterinarian. DDG will always do its best to contact and work directly with your personal vet, however, in the event of an emergency we do feel time is of the essence and will work with a nearby veterinarian. **Dog owner also agrees to pay any expenses incurred during the course of treatment.**
- **Injuries and Illness:** Dogs are dogs and due to the unpredictable nature of animals there is in this type of environment the potential risk of injury and or illness. Dogs at play can often rough house, using their mouths, feet and entire bodies to run, wrestle and roll. Injuries can vary from minor bumps and scratches, up to lameness and more serious injury. The dog owner holds DDG, the company owners, all DDG staff members and volunteers harmless against any and all claims arising from injury or illness to a dog. This includes injuries inflicted on your dog or by your dog. Dog owners accept full and complete responsibilities for all veterinary expenses incurred that are related to such injury or illness. As stated in our emergency policy the dog owner gives DDG full authority to obtain any veterinary attention deemed necessary. The dog owner also gives DDG full authority to treat any injuries or illness as they see fit, this also includes injuries/illness that do not appear to require the immediate veterinary attention.

DDG makes every effort to ensure the safety of every dog in the playgroups, requiring Temperament Tests, matching personalities, etc. However, there are certain risks associated with allowing your dog the freedom to interact with other dog; dogfights, nips, and scratches from playing are almost a certainty even with constant supervision.

- **Feeding:** Eating habits may change when your pet is staying at DDG. Diarrhea is a common result of a dog's nervous stomach if perhaps feeling a bit homesick. One way to help is to bring the food they are used to eating. Although pets tend to not eat a lot while away from home, be sure to pack enough for the entire stay. If house food must be used, it is \$3.00/meal.
- **Overnight Boarding:** Overnight, dogs are separated into individual bedrooms. This is where they are fed and given some peace for a nights sleep. Dogs from the same family may share a bedroom. This often offers more reassurance when away from home, crates maybe used for dogs that can jump out of the bedrooms or for dogs that are too destructive. Toys, blankets, beds, etc. are all welcomed to make your dog's temporary lodging as close to home as possible. Please do not bring any family heirlooms or treasured possessions you and your dog can't live without. Although every effort is taken by DDG and its staff members to treat your dog's things with care, your dog's new found canine friends don't always show the same respect.
- **Collars:** To ensure safety while at play, all dogs playing/staying in our facility are required to have on a break away collar; no buckle or Martingale collars are allowed.
- **Holiday Reservation and Cancellation Policy:** All holiday reservations including Spring Break require a \$75 deposit. We also enforce a 72 hour cancellation policy during these busy times.

We are closed the following holidays: **Thanksgiving & Christmas Day** please arrange your pick ups and drop offs accordingly.

- **Late Fees:** **Monday - Friday:** \$10 at 7:05pm and then an additional \$10 at 7:20pm (for a total of \$20)  
**Saturday & Sunday:** \$10 at 5:05pm and then an additional \$10 at 5:20pm (for a total of \$20)

If you have not picked up your dog by 7:30pm Monday - Friday or by 5:30pm Saturday & Sunday your dog will be boarded for the night and you will be responsible for boarding costs as well as the \$20 in late fees. We appreciate your understanding. Although you may see staff inside this is the time we spend exclusively with the dogs playing, feeding, and cleaning.

***\*Please do not knock on the door with the expectation of picking your dogs up.***

By signing I am acknowledging that I have read, understand and agree to the above stated policies.

Signature \_\_\_\_\_

Date\_\_\_\_\_