



# totally woof

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## **Totally Woof Policy and Procedures**

***All families are required to review and accept policies and procedures as a condition of enrollment in the Totally Woof Pack for any and all services.***

### **Adherence to Policies & Procedures**

At Totally Woof, we are dedicated to maintaining a safe, supportive, and engaging environment for every dog, their owners, and our team. By using our services, you agree to adhere to the policies and procedures set forth in this document. These guidelines are designed to ensure the safety and well-being of all dogs and staff. Please note that these policies may be updated periodically; notifications of any changes will be posted in our lobby and communicated via email. Failure to comply with these policies may result in suspension or termination of services.

### **Business Hours**

- Nashua (Daycare):
  - Monday–Friday: 6:30 am – 6:30 pm
  - Saturday–Sunday: 7:30 am – 6:30 pm
- Chichester (Daycare):
  - Monday–Friday: 6:30 am – 6:00 pm
  - Saturday–Sunday: 7:30 am – 6:00 pm
- Kona Club (Extended Daycare):
  - All Days: 6:01 pm – 7:30 pm
- Boarding:
  - Please refer to the “Boarding Dogs – Check-In/Check-Out Times” section for detailed information.



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### **Important Check-Out Information:**

- o Daycare services end at times noted above. All dogs and owners must be checked out by this time. Any dog remaining in our facility after closing time on these days will automatically be enrolled in the Kona Club program for an additional fee due at check-out. Our facility closes promptly. Doors will be locked at closing time, and any dog not checked out from Kona Club will be boarded for the night at their owner's expense. Owners are encouraged to arrive at least ten (10) minutes prior to closing to ensure a smooth check-out.

### **Free Canine Evaluation (Mandatory for All New Clients)**

Totally Woof offers one complimentary, scheduled daycare session (Monday-Friday) for all new dogs to ensure our facility is an appropriate match for your pup. During this session, your dog will be evaluated based on our Canine Qualities guidelines. As space is limited, a reservation is required, and all necessary forms must be submitted for approval prior to the evaluation day. Should your dog need an additional evaluation day, which would be at standard cost to owner.

### **Canine Qualities Required**

To maintain a safe, happy, and healthy environment, all dogs are evaluated on their behavior and social skills. Dogs must:

- Display socially appropriate behavior with other dogs and people.
- Be free from all forms of resource guarding.
- Be comfortable with short-term crating during daycare and overnight when boarding.
- Walk under control on a leash when entering or exiting the facility.
- Avoid excessive barking and bullying behaviors.
- Be in good health and physically able to engage in daily activities.

*(Refer to "Age & Size Limitations" for additional details.)*



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## **Medical Conditions**

Full disclosure of all medical conditions is required for the safety of all dogs, owners, and staff at Totally Woof. Please notify us of any medications, chronic conditions, infections, allergies, or mental/physical disorders your dog has or may develop. Dogs that have recently undergone surgery must wait a minimum of ten (10) days before returning for any services.

## **Vaccinations**

Dogs must be current with all required vaccinations. Owners must provide up-to-date veterinary records showing the following:

- Bordetella (Kennel Cough): Every six (6) months
- Negative Fecal Test: Every six (6) months
- Rabies: Current vaccination required
- Distemper-Parvovirus: Current vaccination required.
- Canine Influenza: Recommended, but not mandatory.

Please note that despite vaccination, the transmission of infectious diseases remains possible. Dogs receiving their first Bordetella vaccine must wait ten (10) days before commencing any services. Puppies must complete the full series of required vaccinations before being eligible for services.

## **Medication Administration**

If your dog requires medication during their stay, please provide clearly labeled (with the dog's and owner's full names) and with the appropriate dosages for each administration time (am, noon, pm). Owners must also complete a Medication Form for each medication. **Totally Woof does administer injectable medications at a separate fee, on a case-by-case basis and with prior arrangements.**



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### **Flea and Tick Prevention**

Regular preventative flea and tick treatments are mandatory for all dogs. Dogs are not permitted to wear flea and tick collars while at Totally Woof; such collars must be removed and stored by the owner upon check-in. Should a dog exhibit signs of fleas, it will be quarantined, and the owner will be notified immediately. Boarding dogs found with fleas will be treated, with any associated fees charged at check-out. Totally Woof is not responsible for any fleas or ticks acquired on our premises.

### **Age & Size Limitations**

To maintain a safe and enjoyable environment, Totally Woof reserves the right to limit participation based on size.

There is no specific age restriction; however, all dogs must be fully vaccinated and meet the behavioral standards outlined in our Canine Qualities Required. Exceptions may be considered on an individual basis.

### **Male Dogs – Neutering**

Intact male dogs will be closely monitored in daycare starting at seven (7) months of age until they are neutered. Signs of intact behavior may lead to limited group play, probation, or temporary suspension. All male dogs must be neutered by one (1) year of age; failure to do so will result in suspension from services until neutering is completed.

### **Female Dogs – Spaying**

We strongly encourage that female dogs be spayed by seven (7) months of age. Female dogs that are not spayed are not permitted to attend daycare while in heat (minimum 21 days). Owners of unspayed female dogs acknowledge that Totally Woof is not liable for any resulting medical conditions. Pregnant female dogs are not eligible for any services.



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## **Injury/Incident Management**

Totally Woof strives to provide a safe environment by grouping dogs according to personality, energy, and play style. Our staff supervises all play sessions and will remove any dog that poses a threat to self or others. Owners acknowledge that Totally Woof is not liable for any injuries or illnesses that occur during their dog's time at our facility. In the event of an incident, the owner will be notified immediately, and no liability will be assigned to other dogs, individuals, or Totally Woof staff.

## **Illness/Injury & Service Attendance**

Dogs that are injured, ill, or undergoing treatment are not permitted to participate in any services. Any dog showing signs of illness or injury will be quarantined, and the owner must pick up the dog immediately. Totally Woof reserves the right to quarantine or send home any dog deemed unfit for services.

## **Veterinarian Care in Emergencies**

In the event that your dog becomes ill or injured while in our care, Totally Woof reserves the right to transport your dog to a veterinarian. All effort will be made to take dogs requiring immediate care to their own veterinarian. If not, immediately available they will be taken to emergency veterinarian services. The owner is responsible for all the veterinary costs incurred.

## **Meals at Daycare**

To ensure optimal digestion and comfort, we follow best practices by allowing at least 30 minute rest after a meal. If a dog's last meal was within 30 minutes of check-in, it is the owner's responsibility to notify staff. We provide a mid-day meal for dogs with medical needs or for puppies under seven (7) months. Dogs in Kona Club or boarding receive an evening meal provided by the owner.



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*Meals must be prepackaged in individual servings, clearly labeled with the dog's full name and designated time (am, noon, pm). Meals are available for purchase.*

### **Leashes, Harnesses, & Collars**

All leashes, harnesses, and collars must be clearly labeled with the dog's first and last name. Leashes are limited to a maximum of six (6) feet in length, and retractable leashes are not permitted. Owners are responsible for ensuring that their dog is kept on a leash and under control at all times. Flea collars should be removed upon arrival.

### **Check-In/Check-Out Procedures for Daycare & Boarding**

- Daycare & Boarding Entrance: Owners must keep all doors and gates closed or latched and all dogs kept on leash for the safety of the dogs.
- Check-In: Owners should check in their dogs by 9:30 am. (Doors lock from 9:30 am to 3:30pm; if you arrive during these hours, please call to be let in.)
- Check-Out: Owners must check out their dogs on at a time to ensure safe handoff. For safety, please refrain from interacting with other dogs during this process.

### **Items from Home**

Only the following items may be brought from home and must be clearly labeled with your dog's name:

- Leash, collars, harness, tags, and seasonal canine apparel (worn only during cold months)



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**Not Permitted:** Rawhides, bones, toys, bowls, or squeaky toys. Totally Woof reserves the right to inspect and refuse any items deemed unsuitable. (Exceptions may be made for veterinarian-approved medical needs.)

### **Payment Policy**

Payment for daycare, boarding, etc., due in full at check-in. Prices are subject to change without notice, and any outstanding balance must be settled before your dog leaves the facility.

### **Daycare & Kona Club Passes**

Totally Woof offers single-visit pricing as well as pass packages for regular clients: refer to webpage for current packages and pricing.

Kona Club may only be used in conjunction with a daycare visit. Kona Club Passes will automatically apply for any daycare service beyond closing time.

Packages are shareable among dogs in the same household. No refunds or extensions will be provided. Passes are non-transferable. In the event of service termination, a prorated refund may be issued depending on circumstances.

### **Package Expiration Policy**

It is the responsibility of the client to use all package credits within the designated timeframe. Extensions will only be granted in cases of illness or injury and must be supported by documentation from a licensed veterinarian.

All daycare and boarding packages are valid for 60 days from the date of purchase, unless otherwise noted.



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Please note the following exceptions:

- **Working Parent Package** – valid for 30 days from the date of purchase.
- **Pampered Pup Package** – valid for 30 days from the date of purchase.

This policy allows us to maintain fairness, manage scheduling efficiently, and provide the best care for all of our pups.

### **Discounts**

No discounts apply to Working Pup Package or the Pampered Pup Package. No more than one discount may be applied to a purchase.

### **Daycare Reservations & Cancellations**

Reservations are required for daycare and Kona Club services. Cancellations made 24 hours or more in advance (e.g., by 6:30 am on Monday for a Tuesday reservation) will not incur a fee. **Cancellations made less than 24 hours in advance, or no-shows will be charged for the day.** As space is limited, early reservations are strongly encouraged.

### **Right to Refuse Service**

Totally Woof reserves the right to suspend or dismiss any dog or parent. This may occur before a dog's complimentary evaluation day, after the evaluation, or at any point in the future if a dog is deemed unfit for daycare or boarding.





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## **Appropriate Behavior from Parents/Clients**

At Totally Woof, we believe that a positive and respectful environment is essential for the well-being of everyone in our community. We require all parents/clients to adhere to the following guidelines:

- **Respectful Communication:** Maintain courteous, professional, and friendly interactions with our staff, other dog owners, and fellow clients.
- **Cooperative Attitude:** Follow established procedures, including check-in, check-out, reservations, and any instructions provided by our team.
- **Positive Engagement:** Contribute to a supportive atmosphere by refraining from disruptive or confrontational behavior. Any form of harassment, verbal abuse, or aggression will not be tolerated.
- **Timeliness:** Arrive on time for scheduled appointments and promptly notify us of any delays or changes. Failure to do so may result in cancellation fees, forfeiture of deposit or refusal of future services.
- **Compliance:** Understand that failure to exhibit respectful and appropriate behavior may result in suspension or termination of services at our discretion.

Your cooperation in maintaining a positive environment is essential and greatly appreciated.

## **Closed Holidays**

Totally Woof is closed on the following holidays:

- New Year's Day\*
- Memorial Day\*
- Independence Day\*
- Labor Day\*
- Thanksgiving Day\*
- Christmas Day\*

There is a holiday fee on days noted with an asterisk. Holiday hours are subject to change at any time.



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## **BOARDING DOGS – Additional Policies**

### **Meals for Boarding Dogs**

Owners must provide meals for their dog during the entire boarding stay. Meals should be prepackaged in individual servings, clearly labeled with the dog's name and the time of day (am, noon, pm). If sufficient food is not provided, Totally Woof will supply an appropriate meal at an additional fee.

### **Boarding for Infrequent Daycare Clients**

Any dog that has not attended Totally Woof daycare within six (6) months prior to a scheduled boarding reservation must attend one (1) day of daycare (at the owner's expense) to confirm they continue to meet our behavioral standards. This daycare visit must be completed within sixty (60) days before the boarding reservation. If the daycare visit is not completed within fifteen (15) days of the scheduled boarding check-in date, Totally Woof reserves the right to cancel the boarding reservation without refund of the deposit.

### **Boarding Reservations & Cancellations**

- A non-refundable one (1) night deposit is required for all boarding reservations.
- Holiday boarding reservations require a minimum 50% deposit.
- The remaining balance is due in full at check-in.
- Failure to check out by the reserved time will incur additional boarding charges.
- No refunds or credits will be provided for early check-outs.
- Boarding space is limited; reservations are required.



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## **Boarding Accommodations**

Owners may choose between:

- Bunkhouses (Crate Boarding)
- Suites (Full-Size Rooms)

All boarding dogs start their day in daycare as early as 6:30 am and turn in for the night by 9:00 pm. Meals and designated rest periods are provided in the assigned boarding area. Multiple dogs from the same family may share a suite if they are well behaved together.

## **Boarding Check-In/Check-Out Times**

- Check-In:
  - Please ensure your dog is checked in by 9:30 am. Although arrangements for later check-ins can be made, the boarding fee remains the same.
- Check-Out:
  - Monday–Saturday: By 9:30 am
  - Sunday: By 12:00 pm (by appointment only)

Dogs checking out after these times on Monday–Saturday will be charged daycare or Kona Club rates. (Refer to Closed Holidays for holiday-specific details.)

## **Authorized Alternates for Check-In/Check-Out**

Owners may designate an alternate to check in or out their dog. The alternate's name, phone number, and relationship to the owner must be provided in writing. Alternates must be familiar with the dog and our policies and may be required to show a valid driver's license at check-out. If the alternate is deemed unfamiliar or incapable of safely handling the dog, Totally Woof reserves the right to refuse service. The owner is responsible for all services incurred if check-in or check-out is delayed.



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## **Safety and Health Protocols**

We are very proud of what makes us different from other daycares. We have invested in PackPro Training for all staff to ensure your pup is with trained and well educated staff who are working and engaging with your pup throughout their stay. Not just 'babysitting'.

Both of our campuses are video monitored and have security.

Totally Woof has quarterly staff training sessions focusing on canine behavior and body language, group management, pet CPR and first aid, training and emergency response. These initiatives are designed to ensure the highest standard of care for your pet.

We have elevated our cleaning protocols with education from a microbiologist who contracted with Totally Woof, use of professional floor machines, and veterinarian medical grade cleaning supplies.