

Totally Woof
18 Airport Rd.
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Totallywoof.com

Policies & Procedures

MUST BE AGREED TO BY ALL PARTIES

ADHERENCE TO POLICIES & PROCEDURES:

Totally Woof (hereinafter TW), follows a specific set of policies and procedures we deem necessary for the safety and care of all dogs, staff and canine parents (hereinafter Owner), or their agents, who come to our facility. The Owner agrees to follow our policies and procedure, which are subject to change. TW will post notification of changes at our front desk and via email. Owner also agrees to follow any changes implemented to our policies and procedures. Failure to abide by our policies and procedures may result in suspension or expulsion from the services offered by TW.

Business Hours:

Daycare: Monday – Friday: 6:30 am – 6:30 pm, Saturday – Sunday: 7:30 am – 6:30 pm

Kona Club (*extended daycare*): Monday – Friday: 6:31 pm – 9:00 pm, Saturday - Sunday: 6:31 pm – 9:00 pm

Boarding: See **BOARDING DOGS – Check-In/Check-Out Times** for details

Daycare hours end at 6:30 pm Monday – Saturday. All dogs and Owners must be checked-out by or **prior** to 6:30 pm. Any dog still in our facility at 6:31 pm Monday – Saturday will automatically be enrolled in our Kona Club program for an additional fee due at time of check-out. Our facility closes to the public promptly at 9:00 pm. The doors lock at closing time and any dog not checked-out by closing will be boarded for the night. Owner should arrive at least ten (10) minutes prior to the closing times for daycare or Kona Club. Any dog that remains in our facility after these times are subject to additional charges for services that fall within those time frames.

Free Canine Evaluation (Mandatory for All New Clients):

TW offers a unique integrated approach to our services. All dogs in our care will participate in our daycare program, including boarders. To ensure that TW is the right place for your dog, we require all new dogs to attend one (1) day of daycare on a weekday (Monday – Friday) free of charge. Your dog will be evaluated based on TW guidelines listed in *Canine Qualities Required*. TW limits how many new dogs that are evaluated per day, so a reservation is required. Owner agrees to submit all required forms for approval prior to their dog's evaluation day.

Canine Qualities Required:

TW accepts all dogs that meet our behavioral standards necessary for participation in our services. Our priority is that we are a safe, happy and fun place for dogs, owners and staff. All dogs are evaluated on their own merit for how friendly and socially appropriate they are with dogs and people. Dogs must exhibit that they free from all forms of resource guarding. Dogs must be physically & emotionally comfortable being crated for short periods of time during daycare hours and overnight when boarding. Dogs must walk under control on a leash when entering or exiting our facility, and for the staff that will be caring for them. For the safety and wellbeing of all dogs and staff excessive barking and/or bullying behaviors will not be tolerated. Dogs must be in good health and have the physical stamina to be active during the day. Also see **Age & Size Limitations** for additional details.

Medical Conditions:

Full disclosure of any and all medical conditions or illnesses is required for the health and safety of all the dogs, owners, and staff at TW. Owner must notify TW of all medical conditions their dog has or may develop over time. This includes: medications, chronic conditions, infection, illness, injury, allergies, and mental and/or physical disorders. TW is not responsible for any medical condition a dog has or may develop. Any dog that has had surgery is required to have a minimum ten (10) day waiting period before returning for any of the services offered by TW.

Vaccinations:

TW requires that dogs remain current with **ALL** vaccinations listed and requires veterinary records showing that each is current. Owner agrees to provide TW with their dog's current veterinarian records, and to provide renewals showing that **all required vaccinations are current**. Failure to provide veterinary records showing that an owner's dog is current on all listed vaccinations will result in an immediate suspension from all services offered by TW.

REQUIRED VACCINATIONS:

| | |
|-------------------------------------|--------------------------------------|
| * Bordetella (kennel cough): | every six (6) months |
| * Negative Fecal Test: | every six (6) months |
| * Rabies: | vaccination is current |
| * Distemper-Parvovirus: | vaccination is current |
| * Canine Influenza: | <i>recommended, but not required</i> |

The Owner understands that despite being vaccinated for an infectious disease, transmission of a disease is still possible and is not the result of any circumstances or conditions regarding our facility. TW is not responsible in the event that your dog falls ill with an infectious illness during or after their time at TW. Dogs that are receiving the Bordetella vaccine for the first time are required to wait ten (10) days prior to starting services at TW. **Puppies** must complete the three (3) part series of Distemper-Parvovirus vaccination, plus all other listed vaccinations before services are provided.

Medication:

A dog that requires medication during their stay at TW must bring it in a medication pill box with medication properly portioned, as it should be administered (am, noon, pm). The pillbox must be labeled with the dog and owner's full names. Owner agrees to supply **Greenies Pill Pockets or other approved method of administration** for each dose of medication. Owner is responsible for submitting a **TW Medication Form** for EACH medication that is required during their dog's stay. The owner authorizes TW to administer any and all medications their dog needs. TW does not administer injectable medication.

Flea and Tick:

It is required that all owners regularly give their dog(s) preventative flea and tick treatments. TW does not allow dogs to wear a flea and tick collar while attending daycare or boarding. **Flea and tick collars are required to be removed and stored with owner prior to being checked-in for services.** Should an Owner's dog appear to have fleas, they will be quarantined, the Owner will be notified, and the Owner or their agent must pick up their dog immediately. If an Owner's dog is boarding and found to have fleas, they will be treated and the Owner agrees to pay any associated fees for this service at time of check-out. TW is not responsible should a dog have fleas and/or ticks.

Age & Size Limitations:

Our priority at TW is that we are a safe, happy and fun place for dogs. Given that, TW is not suitable for all dogs. Extremely small dogs (under 5 pounds), extremely large dogs (over 100 pounds), or extremely tall dogs (giant breeds) may not be suitable for our services for a variety of reasons. TW does not have an age restriction, only that dogs be fully vaccinated and fall within our guidelines for **Canine Qualities Required.** TW will grant consideration to applicants on a case-by-case basis.

Male Dogs, Neutering:

At seven (7) months of age, intact males will be closely monitored when in daycare until they are neutered. Exhibiting any behavior associated with being intact may result in limited group play, probation, or suspension until neutered. TW requires all male dogs to be neutered by one (1) year of age. Failure to have a male dog neutered by one (1) year of age can result in suspension from all services until they are neutered.

Female Dogs, Spaying:

TW strongly suggests that female dogs be spayed by seven (7) months of age. Female dogs that are not spayed may **not** attend daycare while in heat (21 day minimum). Owners of female dogs that are **not** spayed agree that TW is not liable for any medical conditions that may arise as a result of their dog not being spayed. Female dogs that are pregnant are **not** allowed to participate in any of the services offered by TW. All pregnancies must be reported to TW as soon as owner is aware. TW is not responsible for medical condition of pregnant dogs brought to the facility.

Injury/Incidence:

TW's goal is to be a safe environment for all dogs and staff. TW separates dogs into appropriate groups based on their personality, energy level, and play style. TW provides continuous supervision of dogs in our care. TW will remove any dog from group play that could potentially be a threat to themselves, their playmates, and/or TW staff. Owner acknowledges that TW is not responsible for any injury or illness that occurs while their dog is in our care. Should an incident occur, TW will notify the Owner immediately. Owner shall not hold any other dog or person involved liable. TW is not responsible for any injury that occurs to an Owner or their dog, within our facility, or property, including the parking areas. TW will not be held liable for any associated bills, medical or otherwise.

Illness/Injury & Attendance at Daycare &/or Boarding:

Dogs that are injured or ill, or being treated for an illness, are not permitted to use any of the services offered by TW. Any dog displaying signs of illness or injury will be quarantined, the Owner will be notified, and required to pick up their dog immediately. TW retains the right to quarantine and send home any dogs we do not believe are healthy enough to partake in daycare and/or boarding services at our discretion.

Veterinarian Care in Case of Emergency:

Should an Owner's dog become injured or fall ill during our care, we reserve the right to bring your dog to a veterinarian at our discretion. All dogs that are decidedly in need of immediate veterinary care will be brought to All Pets Vet. If the pet hospital is not available, the Owner's dog will be brought to first available Emergency Veterinary Hospital. Owner agrees to allow TW staff to transport their dog in order to seek veterinarian care. Owner understands they are fully responsible for any and all medical bills for their dog and agrees that TW is not responsible for the payment of any medical services their dog receives in the event that their dog is brought to any veterinarian facility while in TW's care.

Meals at Daycare:

Best known practice of dog handling is to have at least a ninety (90) minute rest period after eating a meal, which TW adheres to. If it has been less than ninety (90) minutes since a dog's last meal prior to checking-in for any of our services, it is the Owner's responsibility to inform our staff. We will serve a mid-day meal to any dog requiring one due to medical needs or puppies less than seven (7) months of age. Only dogs participating in our Kona Club program (extended daycare hours), or that are boarding will be served an evening meal that their Owner is required to provide. All meals provided by Owner must be prepackaged, in individual serving sizes, and labeled with their dog's full name, and time (am, noon, pm) meal is to be served. Meals can be purchased at additional cost from TW.

Leashes, Harnesses, & Collars:

Leashes, harnesses and collars must all be clearly labeled with the dog's first and last name. Leashes are limited up to six feet (6') in length. **No retractable leashes allowed.** Owner agrees to keep their dog on a leash and under their control at all times. **Flea collars are to be removed upon arrival and taken out of the facility by the Owner.**

Where & How to Check-In/Check-Out for Daycare and Boarding:

Owners are required to keep ALL doors and gates closed and/or latched at all times when entering or exiting TW for the safety of the dogs. TW requests that Owners check-in their dogs by 9:30 am. The doors lock at 9:30 am and stay locked until 4:00 pm. Owners may still check-in/check-out their dogs between 9:30 am – 4:00 pm, but will need to call to be let in. Check-outs: All Owners are required to be inside the lobby to receive their dog. This is to ensure that their dog is safely handed off to them. For safety reasons, TW requests Owners and their dogs to refrain from approaching other owners or their dogs.

Items from Home for Daycare Dogs:

Items from home must adhere to TW's guidelines of what is and is not acceptable to bring. Items from home must be clearly labeled with the dog's first and last name. The only items allowed at daycare are a dog's leash, collars, harness, tags on collars/harness/leash, and canine apparel, which may be worn only during winter months. Apparel must be clearly labeled and should be durable enough to withstand group play. NO rawhides, bones, toys, bowls, beds and/or towels are allowed at daycare. TW retains the right to inspect and refuse any items deemed unsuitable. This list is subject to change and is posted at our front desk and/or our website. Any dogs with a veterinarian approved medical need for a bed at rest periods will be given consideration. TW is not responsible for any lost, stolen or damaged items.

Payment:

Owner agrees to be responsible for the payment of any and all services provided to their dog(s) at TW. Payment is to be made in full at time of check-in for daycare and/or boarding. Owner agrees to be responsible for payment of service fees in effect on the date their dog(s) checks-in at TW. Owner agrees to pay in full at time of check-out any balance resulting from additional services that were rendered for their dog and that their dog shall not leave our facility until all fees due are paid. Prices are subject to change without notice.

Daycare and Kona Club Passes:

TW offers single visit pricing for daycare and Kona Club that is due at time of service. TW likes to reward dog owners that use our daycare services regularly by offering daycare packages at a discounted rate. Packages may be shared by all dogs in the same family for greater savings. No refunds or extensions on packages except under extenuating circumstances that will be judged on a

case-by-case basis at the discretion of TW. There is no discount on the Working Pup Package. Packages are non-transferrable. In the event that TW needs to expel a dog from TW services, a prorated refund will be issued.

Discounts:

TW offers a 10% DISCOUNT on daycare, Kona Club, and boarding services to any Owner that is a senior citizen 62+, Veteran, a Service Member of the Armed Services, and/or has two (2) or more dogs that utilize our services.

Daycare Reservations and Cancellations:

Owner is responsible for reserving dates to bring their dog to daycare and Kona Club. Cancellation of a reservation for daycare and Kona Club made twenty-four (24) hours or more in advanced (i.e. call by 6:30 am on Monday to cancel for a reservation on Tuesday) will not be charged. All cancellations made after this time, or failure to arrive for a reservation will result in a charge for that day. Space is limited and reservations are suggested.

Right to Refuse Service:

TW shall have the right to suspend or dismiss a dog at our discretion. How long a suspension lasts will be decided on a case-by-case basis. Any dog deemed unfit for daycare at our facility will be dismissed. Any dog that is unfit for daycare will be considered unfit for boarding. This decision can be made before a dog's free first day of daycare, after they complete their free first day of daycare, or at any time in the future.

Closed Holidays:

We are closed to the public on the following holidays: New Year's Day, Easter Sunday, Mother's Day, Memorial Day, Father's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. We may have limited hours preceding or following a holiday. There is no check-in/check-out for boarders available on these holidays, with the exception of certain holidays, which will have limited hours of 10:00 am – 12:00 pm. An additional fee of \$10 per dog will be charged to all dogs boarding on these holidays. The list of holidays is subject to change at TW's discretion.

Boarding Dogs – Meals:

Owner is required to provide meals for their dog during the entire length of their boarding stay. Meals provided by Owner must be prepackaged in individual serving sizes and labeled with their dog's name and time of day (am, noon, pm) that the meal should be served if given different portions at different times of day. Should an Owner fail to provide food for their dog or not have enough food for their dog's stay, TW will provide Owner's dog with a size appropriate meal for each meal needed and an additional fee. Owners who fail to properly portion out meals prior to arrival will be charged an additional fee.

Boarding Dogs – Items from Home:

Items from home must adhere to TW's guidelines of what is and is not acceptable to bring. Items from home must be clearly labeled with the dog's first and last name. Dogs are allowed to bring up to two (2) toys. Dogs are allowed a dog bed or dog blankets that are appropriate for the dog's size and are clearly labeled with the dog's first and last name. Dog beds or dog blankets should be freshly washed prior to check-in and be able to be washed in a washing machine. Each dog that boards is allowed to bring two (2) towels that must be clearly labeled with the dog's first and last name. Canine apparel may be worn during the winter months. Apparel must be clearly labeled and should be durable enough to withstand group play. NO rawhides, raw bones and/or bowls. TW withholds the right to inspect and refuse any items deemed unsuitable. This list is subject to change and is listed at our front desk and/or on our website. Any dogs with a veterinarian approved medical need for a bed that lies outside TW's guidelines will be given consideration. TW is not responsible for any lost, stolen or damaged items.

Boarding Dogs – Last Meal BEFORE Check-Out:

Best known practice of dog handling is to have at least a ninety (90) minute rest period after eating a meal, which TW adheres to. TW uses this guideline for all meals served at TW. In keeping with this guideline, we will not serve a meal to an Owner's dog near the scheduled time of check-out. This is to ensure the health and wellbeing of the dogs.

Boarding Dogs – that are NOT Consistent Daycare Clients:

Any dog that has not been to TW within six (6) months before their next scheduled boarding check-in date, must attend at the Owner's expense, a minimum of one (1) day of daycare to ensure that their dog maintains our behavioral standards (see Canine Qualities Required). Owner acknowledges this policy and understands that boarding reservations will not be guaranteed until the completion of this daycare visit which must occur within sixty (60) days prior to the boarding reservation. If daycare visit is not completed within fifteen (15) days of scheduled boarding check-in date, TW reserves the right to cancel the reservation and Owner will not receive a refund for their reservation deposit.

Boarding Dogs – Reservations & Cancellations:

A non-refundable one (1) night boarding deposit is required for all boarding reservations. The balance of the boarding reservation is due in full at time of check-in. Failure to check-out by reserved check-out time will result in additional boarding charges. No refunds or credits for early boarding check-outs. Boarding space is limited. Reservations are required.

Boarding Dogs – Boarding Accommodations:

Owner has a choice to board their dog in one of our Bunkhouses (crate) or a Suite (full size room) during their dog's stay. All dogs boarding start their day in the daycare as early as 6:30 am and turn in for the night by 9:00 pm. Meals and some rest periods during the day will be in their bunkhouse or suite. Multiple dogs in the same family may share a suite if they are well-behaved together.

Boarding Dogs – Check-In/Check-Out Times:

Owner agrees that they may only check their dog in or out of boarding during regular business hours posted for daycare and Kona Club. Check-in/check-out times on Sunday are limited to 7:30 am – 12:00 pm by appointment only. TW prefers that all dogs be checked-in by 9:30 am for boarding. A tired dog is a happy dog, and we have found that dogs are happier sleeping over for the night when they have played all day in daycare. Arrangements can be made for later check-in times, although the boarding fee is the same regardless of check-in time. Check-out is by 9:30 am for boarding Monday – Saturday, and Sunday by 12:00 pm. Daycare and Kona Club rates apply Monday – Saturday for dogs checking-out after 9:30 am. See Closed Holidays for details regarding holidays.

Authorized Alternates Allowed to Check-In/Check-Out an Owner's Dog:

Owner agrees to provide TW in writing with the name, phone number and relationship to owner, any person that the Owner has authorized to check-in/check-out their dog(s) from any of the services offered by TW. Owner agrees to only authorize alternates that are familiar with the owner's dog(s) and whom are knowledgeable of the TW Policies and Procedures. Alternate must also be fully capable of handling and controlling the Owner's dog(s) safely. Any alternate deemed unfamiliar with an Owner's dog(s), or unable to handle and control the Owner's dog(s) safely, will not be permitted to check the Owner's dog(s) in or out of TW. Owner agrees to inform all authorized alternates that they will be required to show their driver's license at check-out. Owner agrees to authorize the Owner or agents of TW to use their best judgement for the release of their dog(s). In the event that the Owner's dog(s) is not released, the Owner also agrees to pay for any services that their dog(s) incurs.

Revised: June 30, 2022

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