



From Fur to Feathers

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Dog Daycare Policies

1. **An appointment is required for daycare.** Morning half day reservations require pick up before 12:00pm, and afternoon half day reservations require drop off between 12:00pm-1:00pm. For safety of the dogs, we do limit the number of dogs in a play group and we are unable to allow walk-ins for daycare. If you choose a set schedule, you will not need to call each time, though we do ask you notify us if you will not be in so that we can utilize that for a last minute request. Please notify staff prior to pick up time if someone else will be picking up your dog.
2. **All dogs must wear a clasp collar and must be on leash when entering and leaving the building.** If you use a harness, prong/choke collar, or typically do not use a collar, then you must provide a regular “clasp” collar for your dog to wear during daycare (please, no belted collars). We are happy to store your other collar/harness with the leash so that you may use when coming and going.
3. **All dogs must complete a temperament evaluation.** From Fur to Feathers reserves the right to refuse or eject any dog that is determined to be a safety risk to any animal or person in the facility. This does not mean the dog is a bad or “aggressive” dog, it just means that daycare is not a good fit for him or her.
4. **All dogs must be spayed or neutered.** Hormones of an unaltered dog can cause a disruption to the interaction of the pack and lead to aggressive outburst for this reason we cannot accept an unaltered pet into the daycare pack. Puppies not yet of age for spaying/neutering will be considered on a case-by-case basis. Your vet will determine what age is appropriate for your dog’s breed to complete this, and we will allow a puppy to remain in daycare up to a year old, or until their unaltered state starts to create difficulties within the playgroup. Management will maintain an open dialogue with owners regarding the plan for altering and any concerns that arise.
5. **All dogs must have current vaccinations against Rabies, Distemper, and Bordetella (Kennel Cough).** We will need proof of vaccinations prior to the first day of daycare. Puppies can begin daycare after they have received their Bordetella and 3rd distemper vaccinations; we will then need proof of the Rabies and final Distemper shots once received. **Any dog who tests positive for a contagious disease (i.e. worms, puppy warts, Giardia, etc) will not be able to return to daycare until we receive proof of clearance from the vet. Please notify us immediately if this occurs** so that we can watch for any others who may have come in contact with your dog.
6. **All dogs are required to have flea protection throughout the year.** Any dog that has fleas will not be allowed in daycare until resolved.
7. **A \$15 late fee will be charged for any dog picked up after 6:00pm.** If you know you will be late, please call to let us know so that we can plan accordingly.
8. **Cancellation Policy:** Cancellations must be received at least 3 days prior to scheduled visit(s). If cancellation occurs in less than 3 days but more than 24 hours you will be charged half the price for the visit(s). If cancellation occurs less than 24 hours prior to scheduled visit(s), or you fail to attend with no notice, you will be charged the full rate of the visit. Leave it to Liz Pet Care reserves the right to deny service or terminate service if job differs from original consult or if job poses safety concerns, financial concerns, or inappropriate or uncomfortable situations. We understand extenuation circumstances may arise, please keep an open dialog with From Fur to Feathers if your pet can not attend a visit.
9. **Business Hours:** Business and visiting hours fall between the hours of 6:30 a.m. and 6:00 p.m. and services are usually completed during this time unless we are behind schedule From Fur to Feathers will not accept time specific calls as we can not guarantee specific times accurately. A three hour window is acceptable.
10. **Bad Check Policy:** A \$30 fee is assessed on all returned checks. All fees are due promptly and must be paid via money order or cash only.

To be completed by office: Scanned to e-file Date: _____ File Number: _____ Input by: _____

11. **Emergencies:**

- ❖ Client agrees for From Fur to Feathers to handle any emergencies that may arise. From Fur to Feathers will make every effort to contact client, however client gives From Fur to Feathers authority to act in the pet's best interest.
- ❖ From Fur to Feathers requires you to have a responsible party to take care of your pet(s) in the event of unforeseen circumstances such as illness and in the event of inclement weather or a natural disaster. It is best your emergency contact is local (within 20 minutes) so they can reach your pet in a timely manner. From Fur to Feathers is not responsible for pets in these circumstances.

12. **Payment Arrangement:** Payment is expected when services are rendered with the exception of regular clients who will pay on a weekly basis and on the last day services are rendered for that week. In the event of additional unforeseen visits or other costs (such as food, supplies, vet fees, etc.), payment is expected within 10 days of the completion of services or a late charge of \$20 will be applied.

Our goal is to provide a safe and fun environment to help your dog socialize with others and go home happy and tired. Our playgroups are staffed at all times and closely monitored for any signs of health concerns, behavior changes, or negative interactions with others. Please understand that this is an active environment, and dogs can sustain small nicks and cuts while playing with each other. Management will communicate any concerns that arise during daycare. We also welcome and appreciate that any questions or concerns be brought to our attention.

Welcome to From Fur to Feathers!

I acknowledge that I have received and read the Dog Daycare Policies and agree to the guidelines set forth.

Client Signature

Date

Client Printed Name

From Fur to Feathers Representative (Sign)

Date

Representative's printed name