

Dog Days of Southport

Policies and Procedures

What you need to know about bringing your dog to Dog Days of Southport

All references in this document to Dog Days of Southport, us and these policies are for the benefit of Dog Days of Southport and its members, managers and employees. These policies and all pricing are subject to change without notice and they will remain available to our clients online. A printed copy will be provided upon request.

What to bring when your dog visits Dog Days:

Leash: For the safety of everyone, all dogs are required to enter and exit the facility on-leash. Remember, your dog may be friendly, but we may have other dogs in the lobby that have not been assessed yet.

Vaccines: All dogs that attend Dog Days must be at least 26 weeks old and remain current on Rabies, Distemper/Parvo and Bordetella vaccines. The Rabies vaccine is required on all dogs by law and dogs will not be admitted to Dog Days if their Rabies vaccine is expired even by just one day. While the law does not require the Distemper/Parvo and Bordetella vaccines, Dog Days strongly recommends that any dog attending our facility is current on these vaccines and we reserve the right to deny admission to any dog if these vaccines are not current. Please be aware that the Bordetella vaccine takes several days to be effective, so we recommend that dogs receive their vaccines at least 7 days before attending Dog Days. Also note that some dogs can exhibit symptoms of Canine Cough or Bordetella from receiving the vaccine.

It is your responsibility to bring your dog's vaccination records from a licensed veterinarian at enrollment and each time your dog's vaccines are renewed. Vaccines that are not administered by a veterinarian cannot be accepted because we cannot confirm the proper dosage, storage, and administration of those vaccines. For privacy reasons, most veterinarians in the area will not provide vaccines directly to Dog Days unless the client is making the request. Therefore, you will need to be responsible for ensuring that we receive current vaccine records for your dog.

Medications: If your dog is taking any medications, be sure to bring them in the original bottle. This is a state requirement and it ensures that we can provide accurate information to a veterinarian in the event of an emergency. It is helpful if you can provide clear written instructions for administering your dog's medications. Dog Days does not charge an additional fee for administering medications unless your dog is taking five or more medications.

Optional items to bring:

Food: We recommend that you bring your dog's own food when boarding, but this is not required. Continuing on their own food helps them avoid digestion issues that can result from switching food. If you do bring your dog's food, please be sure to bring it in a resealable container such as ziplock bags or plastic containers with lids. It is helpful to our staff if the food is premeasured into small bags, but this is not required. We recommend bringing some extra food just in case your travel plans change. You may also want to consider increasing the amount of food that your dog typically eats due to the increased activity level.

If you do not bring your dog's own food, we provide a dry "house" food that your dog can eat at no extra charge. If your dog runs out of food, we will feed them our house food unless other arrangements are made.

Bedding: We provide cots for the dogs that are boarding with us so it is not necessary to bring bedding. However, you may bring bedding for your dog if you are confident that it will not pose a choking hazard for your dog. Remember, your dog may act differently when away from home and may chew their bedding while away from home.

Toys: Feel free to bring two or three toys if you think it will make your dog more comfortable.

Items you do not need to bring:

Bowls: We have plenty of bowls, so it is not necessary to bring a bowl for your dog.

Breakable Items: Please do not bring glass or breakable items.

Rawhide Chews: We do not allow the dogs to keep rawhide chews because of the potential choking hazard. Dog Days will do our best to keep close track of everyone's belongings, but mix ups and other accidents can occur. So, if you do decide to bring belongings for your dog, make sure that it is not something valuable and be aware that you are bringing them at your own risk. Dog Days will not replace lost or damaged bedding toys or other belongings.

Lunches: Dogs that are with us just for daycare are not fed unless you direct us to feed them, in which case you should bring your dog's lunch in a ziplock bag or other sealed container labeled with their name. We'll remove your dog from the playgroup for about 1 ½ hours around lunchtime in order to give him some time to eat and digest before going back to play.

Risks: While we strive to achieve a safe environment for all dogs at Dog Days, we cannot prevent accidents, injuries, illnesses or changes in behavior. By bringing your dog to Dog Days, you accept these risks and you release Dog Days and its staff from all liability arising from the occurrence of such events.

Just as when you send a child to school, dogs can get colds, coughs, stomach bugs and other contagious diseases. Just as your child's school does not pay for doctor's visits when your child is injured or becomes sick, Dog Days does not pay for vet bills if your dog becomes sick or is injured while with us.

A common contagious disease is Canine Cough.

Canine Cough: Canine Cough, or Bordetella is the name for many different strains of upper respiratory diseases that cause a dog to cough or make a hacking or choking sound. It is usually not very serious and will pass in a few days. However, if your dog does begin coughing, we do recommend that they see a veterinarian to ensure that they receive proper treatment because the coughing can lead to more serious issues if left untreated. (Most veterinarians prefer if you call ahead so they can give you instructions on how to enter their building in order to avoid spreading the cough.)

If your dog is coughing, do not bring them to Dog Days until your vet has cleared them to be around other dogs (typically a week or so after their symptoms have subsided.) If a dog is boarding with us and begins to cough, we have isolated areas where they can stay that are vented to the outside until they are picked up. We will also notify you and contact a veterinarian on your behalf.

Dog Days does require the Bordetella vaccine for all dogs that visit us. But, the vaccine, like a flu vaccine for people, does not prevent all strains of potential upper respiratory issues.

Accidents and Injuries: Just as a school or sports team cannot prevent injuries for children who attend school or play sports, Dog Days cannot prevent injuries and accidents 100%. While accidents and injuries can occur at any time, there is a greater risk of an accident or injury if a dog participates in daycare. Our daycare is well staffed, but we are working with live animals that can be unpredictable. Dogs can sometimes receive puncture wounds or cuts, scratches, broken nails, sore paw pads, sprains or other injuries in daycare. You need to be sure that you are comfortable with this prior to choosing daycare for your dog.

While our staff checks over all dogs at least daily, punctures and cuts can sometimes be missed and can sometimes happen without our staff's awareness. Even a small cut or puncture can become infected or cause more serious issues if not cleaned and properly cared for. So it is your responsibility to closely check your dog for any injuries and to ensure that they receive the proper care.

Behavioral Issues: Dog Days is not responsible for any behavior issues or perceived behavioral issues that may result from your dog socializing with other dogs or otherwise attending Dog Days.

Remember, if you are not comfortable with the increased risks associated with daycare, you may always elect our Individual Care option for your dog.

Allergies: If your dog has allergies of any type, it is your responsibility to ensure that the staff at Dog Days is aware of these allergies and the protocols to follow in the event of a reaction. If your dog has any food allergies, it is important to bring your dog's own food in the event we switch our house brand of food.

Health Conditions: All dogs attending Dog Days must be in overall good health and dogs in group play must be fit to play in an active environment. Dogs that have casts, stitches or medical devices are typically not good candidates for daycare as the other dogs will be drawn to and chew on these items. Dogs that have hearing conditions can often be successful in daycare, but dogs with vision impairments are generally not comfortable in a group of dogs. If your dog has hip or joint conditions, or other physical conditions, please discuss them with your veterinarian before your dog participates in group play or otherwise attends Dog Days. If your dog needs special care, be sure to discuss this with one of our managers prior to your dog's arrival so that we can determine if we will be able to provide the care your dog needs.

Other Requirements to Attend Dog Days: Dogs must have been owned by their owners for at least ten days and may not have had any communicable disease within the thirty days prior to attending Dog Days unless cleared by a veterinarian. Please keep the safety of others in mind. If your dog has had or been exposed to a communicable disease, do not bring them to Dog Days until cleared by your veterinarian. Dog Days may require a written release from your veterinarian prior to your dog attending our facility. We typically recommend that you have owned your dog for at least 30 days before they participate in daycare. This allows them time to settle in to their new environment before introducing them to a group play environment.

Spay/Neuter: All male dogs over the age of 10 months must be neutered to participate in daycare. Female dogs may not participate in daycare when they are in their heat cycle. It is the owner's responsibility to monitor their dog's cycle. If a dog is found to be in heat, whether in daycare or boarding, the owner will be notified and expected to pick up the dog immediately.

Emergencies: If any injury or medical problem develops while your dog is in the care of Dog Days, Dog Days is authorized to do whatever is deemed necessary for the safety, health and well-being of your dog and you agree to be responsible for any expense incurred. If our staff is concerned that your dog has become seriously injured or ill, we will contact you or your emergency contact, if possible. However, you acknowledge that a decision may need to be made quickly, and you authorize Dog Days to take your dog for emergency treatment if and when Dog Days, in its sole discretion, deems necessary. Veterinary care can be expensive and surgeries to correct emergency medical conditions are not always successful. If you would prefer that Dog Days not seek emergency care for your dog, or if you would like a dollar limit on any emergency care, you must document that desire in writing with your signature for your dog's file. Otherwise, Dog Days will seek all available treatment possible in consultation with the veterinarian and you will be responsible for the payment or reimbursement of any expenses.

Payments: Payment is due in full at the time services are provided. Our prices are listed and explained on our website as well as in brochures that are placed in the lobby. Prices are subject to change without notice. It is your responsibility to make sure that you understand our charges prior to boarding your dog. Dog Days does not allow clients to defer payment beyond the time you pick up your dog. Boarding stays longer than one week will require payment in advance or a valid credit card to be on file for purposes of charging payment in full at the end of each week. If someone else will be picking up your dog, you may leave a card on file, pay via phone or pay in advance. If special arrangements must be made for your dog, for whatever reason, additional charges may be incurred. There is a \$25 handling fee for all returned checks. Account balances not collected for whatever reason may be sent to a third party for collection. For purposes of collecting outstanding balances, you give your consent to receive phone calls (automated or otherwise) made to any phone numbers provided. You further acknowledge that you are liable for any court costs, reasonable attorney's fees or other fees associated with the collection of payment.

Photos/Video: Photos and video footage of the dogs, staff or clients at Dog Days may be used on the Dog Days website, social media, lobby displays or in other marketing material. You consent to our use of your or your dog's image, likeness and name in such marketing materials. All photos, video and webcam images are the property of Dog Days and may not be used by you without prior written consent.

Dog Assessments: All dogs that attend Dog Days receive an initial assessment. At Dog Days, all dogs are leashed and walked outside for bathroom breaks. We do not keep dogs in indoor/outdoor runs. Therefore, all dogs that attend Dog Days need to be friendly with people and willing to allow our staff to handle them and safely move them throughout the facility.

If you would like for your dog to participate in daycare, our staff will perform an individual assessment in the daycare environment on your dog to determine if your dog is comfortable in the group play environment.

There may be many reasons that daycare is not a good fit for a dog. If we find that environment is not a good fit, you may consider our Individual Care option. If at any time your dog develops any medical conditions, personality concerns, or other conditions or behaviors that may affect his or her ability to participate in group play, it is your responsibility to notify the staff that your dog should not participate in group play if you or your veterinarian feels that your dog should not participate. Remember, the Individual Care option may be a good alternative. Our staff will continually assess your dog and determine which area we feel will be the best fit for your dog. This may change over time or daily and may depend on many different factors. It is up to our staff's discretion to determine whether or not a particular option is a good fit for your dog.

Rest Periods: All dogs that are in group play for a full day need rest periods from time to time. Playing for 8 – 11 hours straight can cause a dog to be overtired and may result in safety risks. Some dogs may be removed from the group for up to an hour or so in the morning and up to an hour or so in the afternoon and there may be times that the dogs will just rest in a crate or rest in the room. This can depend on the energy of the dog as well as the energy in the room. Our staff determines the best times and best methods for these rest periods. Dogs that are in group play for a half day do not always have rest periods, but may have a rest period if our staff believes it is in the best interest of the safety of your dog or the other dogs.

Fleas: All dogs attending Dog Days are required to be free of fleas and ticks and be on flea treatment. If a dog is found to have fleas and/or ticks, we will attempt to contact you regarding options. If we cannot contact you., we will then give your dog a flea bath at your expense.

Abandoned Dogs: Dog Days is not a dog rescue group nor do we find homes for homeless dogs. However, we do support and partner with many groups that serve this purpose and can give you their contact information if you need it. No dog may be abandoned at Dog Days.

If your dog is lodging with us, you may extend your dog's stay by calling the front desk and making payment in full if the stay is extended beyond one week. Any dog that is left at Dog Days without extending the stay and appropriate payment, will be considered abandoned. If your dog is deemed abandoned under local, state or federal laws or regulations, you understand that Dog Days will, by default, become the legal owner and guardian of the dog.

Dog Days will then, in its sole discretion, determine whether to find another home for the dog or to relinquish the dog to a local shelter of its choice. You understand and agree that if you abandon your dog at Dog Days, you may be unable to retrieve possession of your dog and will have no recourse against Dog Days. You release Dog Days from all further liability and responsibility for your dog.

It is important for you to leave an emergency contact number other than someone that usually travels with you so that in the event you are unable to contact us, we have someone to contact about your dog's stay. If you abandon your dog, you will still be responsible for the full boarding stay and any expenses incurred, including but not limited to any applicable attorney's fees or court costs.

Boarding Drop Off and Pick up Times:

You may drop off or pick up your pet for boarding during the following times:

Monday through Friday from 8am – 6pm

Saturday from 8am – 5pm

Sunday from 8am – 4pm

PLEASE NOTE THAT YOUR BOARDING ENDS AT *1:00 PM* ON THE DAY OF PICKUP AND YOU WILL BE CHARGED **\$10 PER PET** FOR DAYCARE FOR THE REMAINDER OF THE DAY.

Daycare Late Pickup Fee:

Our daycare ends promptly at 6pm. Any dog still on the premises after 6pm will be charged **\$10 for every 15 minutes** they remain after 6pm.