

Payments: Payment is due in full upon receipt of service (in other words, when your dog is picked up). D2D reserves the right to require a deposit at any time to secure a reservation.

Multi-use packages (such as a 10-day daycare package) must be paid for in advance.

Clients may leave a credit card on file or pay for services by credit card over the phone.

Any additional charges incurred while rendering our services (such as overnight care, veterinary care, transportation, the purchase of pet food, or emergency visits) will be billed. Future pet care services will not be available until all outstanding bills are paid in full.

There is a late fee of \$15 for bills not paid within 30 days of the last service rendered.

Clients will be charged a \$25 fee for each returned check.

Transportation/Shuttle Service: All dogs must wear proper identification (I.D. tags) in order to be transported by D2D. The dog must wear a leash when walking to and from the vehicle and be able to get in and out of a car (unless in a closed carrier). If the dog is not willing or able to get in the car and the D2D staff member is unable to assist the dog in, for whatever reason, we may be required to refuse transportation. Dogs being transported by D2D are required to wear a seatbelt (provided by D2D) or be transported in a crate (provided by the client).

You are responsible for making all arrangements for your dog with the vet, groomer, boarding facility, etc. D2D is not responsible for actions of destination facilities.

Any client receiving pet care in their home, including shuttle service, is subject to the Dachs 2 Danes In-Home Pet Care Policies & Procedures. Please refer to those policies and procedures.

Pet Shuttle cancellations must be made 24 hours in advance to avoid a cancellation fee of 25% of the original estimated bill. Payment for pet shuttle service is due at the time of or prior to the appointment date (unless specified otherwise by D2D management).

Abandoned Dogs & Belongings: If a dog is left in D2D's custody and we do not hear from you, cannot get a hold or you or your emergency contact, after 7 consecutive days your dog will be considered abandoned. This will cause D2D to become your dog's

legal owner and guardian, giving us the right to find the dog a new home.

Any dog left tethered outside our facility without proper identification or owner information will be considered abandoned. D2D becomes the legal owner and guardian of any dog abandoned on our property and therefore has the right to find the dog a new home.

If a personal item is left behind at D2D, you have 30 days to come back and claim it. After 30 days, D2D reserves the right to dispose of the item or donate it to a chosen pet organization. D2D is not responsible for loss or damage to any personal item or toy left with your pet.

Alternative Care: Not all dogs are suited for the open play or boarding environment. Being around a lot of new dogs and people while away from the familiar surroundings of home can be very over whelming. If your dog isn't suited for this kind of environment you do have other options. Check out Dachs 2 Danes In-Home Pet Care.



Dachs 2 Danes, Inc. reserves the right to add or change any of these policies and procedures at any time.



Reservations: Reservations are required for grooming appointments and daycare when our facility is at capacity. Reservations must be made through the website, via e-mail, in person, or over the phone. Electronic reservations are not valid until you receive a confirmation e-mail that your reservation has been made.

First-time clients must schedule an interview visit at our facility before a reservation can be made. Proposed reservations can be *penciled in* but will not be confirmed until the dog has successfully passed the interview and both parties have agreed to the terms of service.

Make a reservation as soon as possible. Due to limited space we ask for at least a 24 hour window. Last minute emergencies do happen, and while we do try our best to accommodate last minute requests, we cannot guarantee availability to take care of your dog in such circumstances.

We understand that life happens and plans change; we just ask that you let us know when they do. Any changes made to a reservation must be sent via e-mail, or called in to the office. These changes will not be valid without a new confirmation.

If our facility is fully booked, anyone trying to make a reservation may be wait-listed. Those on the wait list may or may not be able to get a reservation depending on cancellations. If a cancellation occurs, wait-listed clients will be contacted via phone on a first-come, first-served basis. If the first client does not respond to our notice within a reasonable amount of time (as determined by our staff, relative to present circumstance), we will contact the next client on the wait list, and so on and so forth. Notice may be given as late as the start date of the reservation request. Those on the wait list are not guaranteed availability of care.

Cancellations: Cancellations must be made via e-mail or by phone. Cancellations via e-mail are not valid until a confirmation e-mail has been received from our office. To ensure a quick cancellation confirmation, please call the office.

If the facility is at capacity and daycare reservations are required to guarantee care, cancellations made less than 24 hours in advance will be charged the rate of 1 half-day daycare for each dog scheduled. There is no cancellation fee if the cancellation is made at least 24 hours in advance.

Dog Requirements: To receive care at the Dachs 2 Danes (D2D) facility, all dogs must be current on DHLPP, Rabies, and Bordetella vaccinations. Proof of such must be submitted before or upon signature of the Dachs 2 Danes Service Agreement & Contract for Daycare. Along with vaccination records, you must also submit proof of a clean fecal exam done within three months of the D2D interview date. Vaccinations must be kept current and proof of a clean fecal exam must be submitted yearly. Please note: A dog must wait at least 3 days after receiving a vaccination before he or she is allowed at the D2D facility.

All dogs must be at least 4 months old and have completed all rounds of puppy shots to come to the D2D facility. If a dog is not spayed or neutered after the age of 6 months he/she must get authorization before each visit to the daycare facility, as space is very limited.

All dogs attending the D2D facility must be licensed in their city or county. All dogs are required to be on leash when entering and exiting the D2D facility.

For your dog's safety, quick-release collars are required for dogs participating in group play. Dogs are not permitted to wear choke chains, prong or pinch collars, E-collars, or clothing while in the play yards. Some harnesses may be allowed if a quick-release collar won't stay on the dog.

All dogs must stay at the facility for at least 1 hour on their interview day. Pet parents are not required to stay past the initial 15 – 30 minute introduction. Each dog must have a successful group play session to pass the interview. Dogs must pass the interview to be allowed back.

We cannot provide service to aggressive dogs, those with a history of biting humans or other animals, those with a transmittable illness, or dogs whose vaccinations are not current.

Health & Safety: Please note: Dachs 2 Danes is not a veterinarian, does not provide veterinarian care, nor do they have a veterinarian on site. D2D is not obligated to provide care for injured or recovering dogs and can refuse to take a dog at any time for any reason.

A dog must wait at least 3 days after receiving a vaccination before he or she is allowed at the D2D facility.

If a dog contracts kennel cough or another contagious or transferrable illness, the dog is not allowed back at the D2D facility for at least 2 weeks after treatment has been completed, 10 days after coughing has stopped, or a statement of health has been obtained from a licensed veterinarian.

Any dog showing signs of illness will be removed from group play and depending on the symptoms, may be isolated to prevent spreading the illness.

Dogs recovering from an injury or surgery will be kept separate from the regular play group to avoid further injury. This care is only basic supervision, including potty breaks and medication administration as needed, and does not include interaction with other dogs. This service may incur additional costs.

Any medication to be administered to a dog while in D2D care must be brought in the appropriate container with the dog's name, care instructions, and the name and number of the veterinarian who prescribed it. Due to heightened risk of injury and possibly death, it is against D2D policy to give medication through injections.

Dogs receiving care at the D2D facility are required to be in good general health, which includes being tick and flea free. If a tick is found on your dog, it will be carefully removed and preserved for a vet to conduct disease testing. If a tick is found on your dog a second time we will require you to put your dog on tick medication. If fleas are found on your dog we require that your dog get an immediate application of flea medication, if your dog is not already on a flea program. If your dog is, and your current flea program is not working sufficiently, we may ask that your dog not return to our facility until you have found a better solution for flea control. You will be contacted before any tick or flea medication is administered to your dog. If you cannot be contacted in a timely manner, your dog may be isolated from other dogs. Failure to correct such issues will result in a termination of service at the D2D facility.

For your dog's safety, any dog repeatedly trying to escape the play areas by climbing or jumping over our fencing will not be allowed to return.

If a dog begins to display aggressive behavior, depending on the severity, he or she may be restricted from returning to the D2D

facility permanently or placed on probation. We believe that aggressive behavior can be corrected with the right trainer or behaviorist, so we strongly urge every owner of an aggressive dog to seek help. If a dog is placed on probation, we strongly suggest that behavioral training take place at the D2D facility since that is where the aggression is being displayed. Dogs on probation must show proof of current professional behavioral training (if training is not taking place at the D2D facility), submit a letter from their current professional trainer expressing confidence that an open play environment is suitable for the dog, and successfully participate in a group play session at D2D before he or she can be taken off probation and allowed back.

Medical Emergency: In the event of a medical emergency our staff will attempt to contact the veterinarian you have supplied in your profile. If that veterinarian is unavailable for whatever reason, we will take your dog to the nearest reputable 24-hour veterinary clinic. You will be notified of any visits to the vet by phone or via e-mail. Our staff will attempt to contact you before any major medical decisions are made. Our signed service agreement permits us to get your dog emergency veterinary attention along with reimbursement for all related expenses incurred.

Food & Supplies: Dogs participating in daycare will not be given breakfast, lunch, or dinner unless requested by you. If you would like your dog to receive a meal, you must bring his or her food in a container marked with his or her name.

Please ensure there is enough food, supplies, and medication for each dog during their stay at the D2D facility. If your dog has a specific meal plan you are responsible for separating and labeling the food accordingly. If necessary supplies run out, you will be responsible for reimbursement and an additional fee for any food, supplies, or medication purchased by D2D. If your dog is on a special diet or medication which we are unable to obtain, we cannot be held responsible for the consequences of the dog's change in diet or interruption of medication.

Natural Disasters: In the event of a natural disaster (such as a major earthquake or wildfire) you will be notified by e-mail and phone regarding your dog's health and safety. Every effort will be made to contact you and your emergency contact on profile, but if you cannot be reached a decision may have to be made on your behalf. D2D nor its representatives can be held responsible for the consequences related to those emergency decisions.