

Daycare, Paws at Play, Rules

We have added several new dogs, so I would like to go over the "rules" once again for all.

1. Due to a recent increase in insurance premiums, as well as some problems with neighbors, **all dogs must enter and exit the Center on leash or be carried**. Many of your dogs run into the Center and never consider going elsewhere, however, you never know who is inside the Center, I might be working with a dog who doesn't like other dogs, cats may be loose, etc. Please help us provide the safest facility for your dog(s). Recently we had a dog run out of the Center when their owner was picking them up. The owner opened the double gate area before her dog was on a leash and it ran out into the parking lot as a car was coming. Fortunately, the car was going slowly but I can't assure you that the next car will be as mindful. Therefore, we will no longer allow any dog to leave the gated area without a leash on it. So, please don't put my staff in a compromising position.

2. As we enter cough and cold season, please be sure your dog's kennel cough immunizations are current. We need a copy for our files, so please provide that also. If you need to have us vaccinate your dog please let us know ASAP so I may order the appropriate number of vaccines.

3. **All payments should be made in the morning**, so we may post our books. Checks should be made out to "**FROM THE HEART**". If you pay ahead, we will let you know when you owe. When you pay, please put the envelope in the payment bin (the mail box over the desk), to assure proper credit, cash should be put in an envelope (find some in the basket over the desk), put your dog's name on it and then put it in the payment bin.

4. If you are going to miss your scheduled day, it would be appreciated if you called to let us know, since some days have waiting lists. If your dog doesn't show up for two weeks in a row, you may lose your place at daycare.

5. **We close at 6:00**, if you are going to be late please call the Center at 783-0818 and let us know. You may want to program our number into your cell phone. **If you are late you may be charged additional charges at a rate of \$5.00 per 5 minutes.** If your tardiness becomes a problem your dog will not be allowed to attend daycare. I have a very tight schedule and usually have something planned for the Center in the evening. This probably means you should plan on picking up your dog by 5:30 so you don't run into problems.

6. Daycare is \$25.00 a day; we don't offer ½ day rates at this time. If your dog attends daycare more than 4 days a week, please ask about discounts. Pay \$250.00 at any time (if your account is current) and receive 1 free day.

Thank you for your attention to all of the above, we are trying to keep it simple and easy for everyone. If there is an item you don't understand, please ask for assistance and we will do everything we can to assist you. We have a great bunch of dogs and owners, who attend Paws at Play, and I feel I have a great staff; I would like to keep it that way. Thanks again!