

# Happy Tails Doggy Daycare Daycare

## Rules and Regulations

The following rules and regulations are designed to insure a safe and fun environment for your dog while at Happy Tails Doggy Daycare.

- Payment is due upon pick-up or in advance if purchasing a package for multiple visits.
- Reservations are required at least 24 hours in advance. Reservations made for the same day are dependent on availability. Please give 24 hours notice before canceling.
- Snow policy: If WDM schools are cancelled, daycare will be closed. If schools are delayed, Happy Tails will open for normal business hours. Tune in to KCCI for weather announcements.
- Daycare hours are from 7AM-5:30PM Monday-Friday. Boarding is by reservation.
- All dogs must have proof of current vaccinations from their vet as well as a completed Enrollment Form & Owner Agreement on file at Happy Tails.
- "Rough housing" is what dogs do; however, we do not allow aggressive behavior. We promote a social atmosphere; therefore we can only admit dogs into the playgroups that are very social and display health and temperament characteristics that are conducive to a fun and safe environment.
- Like people, dogs occasionally have bad days. If a dog displays mild non-social behavior, he/she is put into a time-out. Time-out consists of the dog being put into a kennel by him/herself for approximately 5 minutes. This gives everyone the chance to calm down. If the behavior is consistent or puts other dogs in danger, he/she will be asked to leave daycare.
- We make every effort to ensure the safety of every dog in the playgroup. However, doggy daycare is like a children's daycare. A child can fall down or catch a cold, encounter a bully, etc. Those are the realities of daycare with children and with dogs. The risks with dogs are a bit different- dogs play with paws, nails and teeth, so you may occasionally see a scratch or two.
- Many owners may not want to know if their "baby" misbehaved, but we want to keep you up-to-date with anything that concerns your dog. We will let you know if they had a time-out or if any scuffles caused a minor incident. We'll also share with you what a great day your dog had and any new things they may have learned.
- Spaying is not required for female dogs; however, we do not accept female dogs in heat or recently out of heat. Because of the behaviors inherent in un-neutered males, we reserve the right to turn away any un-neutered male dog that may not have suitable behaviors for safe playgroup with other dogs.
- Feed your dog before coming to daycare. The staff will only feed a noon meal to puppies that are still on three feedings a day.
- Have your dog eliminate before coming into daycare in the morning. This cuts down on time spent on morning walks and allows more playtime.
- Please alert staff of any changes in your dog's behavior or condition (i.e.: loose stools, medication, lethargy, vomiting, recent vaccinations, etc.).
- Only (you) the owner may pick up your dog unless arrangements are made in advance.