



401 SE 5th St.

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Daycare Information and Policies

The purpose of Downtown Doggy Daycare, LLC (“Center”) is to provide a safe, fun and stimulating social environment for dogs to exercise and get personal attention during the day. To ensure the safety and health of your pet and other guests, we require all guests to comply with the following rules and regulations:

AGE: All dogs must be at least 12 weeks of age or older.

SEX: All dogs 6 months or older must be spayed or neutered.

BREEDS NOT ACCEPTED: Due to insurance coverage, we are unable to accept all dog breeds. We cannot accept Pit Bulls, Chow Chows, Akitas or any wolf breeds.

VACCINATIONS: All dogs must have up to date vaccinations. Owners must submit written proof of Rabies, DHLPP and Bordetella vaccinations. Your veterinarian can fax the records to 515-243-0388. We cannot take your dog for daycare until we have a copy of these records.

HEALTH: All dogs must be in good health. Owners will certify their dog(s) are in good health and have not been ill with a communicable condition in the last 30 days. Upon admission, all dogs must be free from any condition, which could potentially jeopardize other guests. Dogs that have been ill with a communicable condition in the last 30 days will require veterinarian certification of health to be admitted or readmitted. If your dog is suspected of having fleas, ticks or a communicable condition, Downtown Doggy Daycare, LLC we will put your dog in an isolated area and notify you immediately of our discovery. Veterinarian certification of health will be required to be readmitted into daycare.

APPLICATION: All dogs must have a complete, up-to-date and approved application and signed owner’s agreement on file to attend daycare.

PRE-SCREENING: All dogs must be pre-screened for temperament and aggressiveness to see if they are a proper fit for the daycare setting. The pre-screening process includes reviewing your application and discussing dog’s habits and behaviors. We evaluate the dog with and without the owner present to identify any changes in your dog’s behavior. Lastly, we gradually introduce your dog to other dogs in their playgroup. This pre-

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screening process lets us guarantee a safe environment for all of our dogs. Downtown Doggy Daycare, LLC has the right to turn away any dogs that are not a proper fit for daycare.

BEHAVIOR: All dogs must be non-aggressive and not food or toy protective. Owners will certify that their dog(s) have not harmed or shown any aggressive or threatening behavior towards any person or any other dog(s). Please remember your pet will be spending time with other pets and the safety and health of all animals is our main concern. Your dog's behavior will be constantly monitored to avoid accidents. All staff is supplied with squirt bottles and dog whistles to break up any confrontations if needed. Downtown Doggy Daycare, LLC does not allow aggressive behavior and dogs will be disciplined with time-outs in an isolated area when necessary. All behavior will be documented and relayed to the owner. If problems persist, the dog might be asked to leave daycare.

FEES: Fees are based on a pass plan for daycare. You may purchase one day, 5 day, 10 day, 20 day or a yearly club pass plan. Please see include rate sheets for more information. Additional dogs for daycare are 10% off per dog. Passes are valid for 1 year after date of purchase.

DAYCARE HOURS: Monday through Friday from 6:30 am to 6:30 pm and Saturday from 8 am to 4 pm. Staff goes off duty at 6:30 pm and there is a \$1.00 charge per 5 minutes for any pet left after 6:30 pm. If pet is left past 7:00 pm, they will be considered a boarding client and you will be charged and additional \$10 fee.

DAYCARE CLOSINGS: Downtown Doggy Daycare, LLC is closed the following holidays for daycare: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas Day.

DAILY SCHEDULE: We provide a structured daily routine for your dog so they receive plenty of exercise, socialization and personal attention throughout the day.

Below is the daily schedule:

After drop-off:	Potty break outside
6:30 am – 8:30 am:	Indoor Playtime
8:30 am - 9:00 am:	Potty Break and outdoor run (when weather permits)
9 am – 11:00 am:	Indoor Playtime and Games
11:00 am- 12 pm:	Potty break & morning outdoor recess (weather permitting)
12 am – 2 pm:	Naptime- includes treats and baths when scheduled
2 pm-3 pm:	Potty break & afternoon outdoor recess (weather permitting)
3 pm- 4 pm:	Indoor Playtime and Games
4 pm- 4:30 pm:	Potty Break and outdoor run
4:30 pm – 630 pm:	Indoor playtime (start winding down for the day with doggy TV and cuddling)
Before pick-up:	Potty break if needed

RESERVATIONS: Required. Cancellations with less than 24 hours notice will be charged full fees unless an emergency.

FOOD AND WATER: Downtown Doggy Daycare, LLC will feed your dog during naptime at the request of the owner. Please bring food in an air-tight container and we will serve as instructed. Fresh water is always supplied for your dog throughout their stay at Downtown Doggy Daycare, LLC.

TREATS: With parent's permission, we provide a treat in the afternoon. The treats that we serve are Kong toys filled with peanut butter or cheese treats, Greenies and Eukanuba biscuits. We also take suggestions if your dog has a special treat they enjoy.

NAPTICES: There will be a naptime from 12 pm to 2 pm at Downtown Doggy Daycare, LLC. Dog beds or crates will be provided for your dog's comfort. We provide soft music and an afternoon snack (with parent's permission) during naptime.

MEDICATIONS: We can administer heartworm, flea and other medication as needed.

EMERGENCY MEDICAL CARE: If medical attention is necessary, Downtown Doggy Daycare, LLC will make all efforts to make arrangements with the veterinarian listed on your application. If your veterinarian is not available, we will make arrangements with Downtown Doggy Daycare's veterinarian on record.

CLEANLINESS: To ensure a clean environment for your dog, we disinfect the facility on a daily basis. We are licensed and regularly inspected by the Department of Agriculture and Land Stewardship.

BATHING: If you purchase a 5 day, 10 day, 20 day or yearly club pass plan, your dog will receive a weekly bath at daycare. This does not include a full groom with coat and nail cut.

CUBBIES: Each dog will receive a personal cubby to hold their leash, food, toys or other items brought to daycare. Each cubby will be labeled with your dog's name, picture, and an index card of important information.

PAW-GRESS REPORTS: Your dog will receive a daily paw-gress (progress) report via email detailing their stay at daycare. We will keep you updated on your dog's temperament and behavior while you are away.