

# Canine Comfort: Attendance Guide

There are two parts to your dog's regular weekly attendance:

"Registered For" = the number of daycare days your dog attends per week (1-5).

"Normal Days" = which daycare day(s) your dog regularly attends (Monday-Friday)

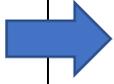


Cuddles is **registered for** daycare 2 times per week. Her **normal days** are Monday and Thursday.

## ➔ Changing Daycare Days

"Switch" = moving their daycare day to a different daycare day within the same week.

You may call or email us to request to **switch** your dog's normal daycare day to another day within the same week. Switches are subject to availability and space is filled on a first-come, first-served basis.

Monday	Tuesday	Wednesday	Thursday	Friday
				

## ★ Adding Extra Days

"Extra Day" = additional daycare days (Mon-Fri) beyond your dog's registered number of days per week.

Dogs may attend **extra day(s)** of daycare by reserving them with us in advance. Extra days, by nature, are meant to be *occasional* (not occurring regularly on a weekly basis over an extended period of time).

Monday	Tuesday	Wednesday	Thursday	Friday
				

## What happens when my dog is absent?

When your dog is absent from their normal daycare day(s), we first look back for any **extra day(s)** they attended within the past two calendar weeks.

If there is an extra day, we will use it in place of their normal day (from which they are absent).

There is no charge applied to their account when we use an extra day in this way. *(This can also be considered a "make-up day in advance.")*

Week	Monday	Tuesday	Wednesday	Thursday	Friday
1					
2					
3					

A blue arrow points from a blue star on the Friday of Week 1 to a yellow star on the Thursday of Week 3, indicating that the extra day from Week 1 is used to cover the absence in Week 3.

**"Missed Day"** = When your dog is absent on their normal daycare day(s), and there are **no extra days** within the past two weeks to use, each absence is then counted as a **missed day**.



For each **missed day**, their account is charged  $\frac{1}{2}$  of our daycare rate. This policy applies regardless of the reason for the absence.

Monday	Tuesday	Wednesday	Thursday	Friday
				

**"Make-Up Day"** = After a **missed day**, your dog may attend a **make-up day** within the following two calendar weeks.



For each **make-up day**, their account is charged the other ½ of our daycare rate. Make-up days are optional, and must be reserved with us in advance. Saturdays, Sundays, and holidays when we are closed for daycare are not counted as a daycare day.

Week	Monday	Tuesday	Wednesday	Thursday	Friday
1					
2					
3					

\* Please Note: Make-up days are always in addition to the number of days for which your dog is registered on a weekly basis. \*

In other words: Within a given week, we first count your dog's actual number of daycare days attended toward their registered number of days per week. After fulfilling their registered number of days in a given week, any additional day(s) attended within the same week may be counted as a make-up day.

### Absences / Cancellations

We appreciate knowing in advance when your dog will be absent from daycare. A quick call or email helps us gauge our daycare availability for all clients! 😊

If you anticipate your dog missing daycare for an extended period of time (5+ weeks), please call us to discuss maintaining their account while they're away.

## How Our Boarding Rates Work

When your dog boards with us, we count the number of days and nights your dog is in our care. Our day rate and night rate are rounded to the whole dollar and always include the 8% New York State sales tax, making it simple to calculate the total for your dog's boarding reservation.

**Our current rates may be found on our website in our Client's Lounge.**

Cuddles has reserved boarding beginning Friday AM through Monday PM. Cuddles is staying for **four days** and **three nights**.

Friday		Saturday		Sunday		Monday	
Day	Night	Day	Night	Day	Night	Day	Night
							



## Boarding for Multiple Dog Families



For multiple dog families, there is a discounted night rate for each additional dog when they board together.

Friday		Saturday		Sunday		Monday	
Day	Night	Day	Night	Day	Night	Day	Night
							
							



*Please Note: In a given week, Daycare Days (Monday through Friday) attended during your dog's boarding count toward their registered number of days per week, and also align with our extra day/make-up day system as outlined above.*