



Canine Comfort Policy Document

CANINE COMFORT DOG DAYCARE & BOARDING
607-273-4342

Daycare Days and Hours:

Our daycare days are Monday through Friday.

Drop off is in the morning at the front gate from 7:30am to 9:00am (the front gate is unlocked at exactly 7:30am).

Pick up is in the reception room from 4:00pm to 5:30pm.

If you need to drop your dog off later than 9:00am, please give us a call ahead of time so that we don't lock the gate. Realize that the later you drop your dog off the less time they have to play in the dog yard.

Saturday is not a daycare day, therefore pick up and drop off for boarding is either **at 8:00am or at 6:30pm** by appointment only.

Please note; we provide boarding seven days a week, but we are closed on Sundays for pick ups and drop offs.

Switching Or Adding An Extra Daycare Day:

You'll need to choose which day or days you would like your dog to attend weekly. You do have the option to switch their daycare day within the week or add an extra day. Call at least 24 hours ahead and leave a message with your name and your dog's name letting us know which day you would like to switch to or which day you'd like to add. If there's a problem we'll call you back, otherwise just show up on the day you requested.

Missed Days:

Calling ahead is appreciated if your dog is going to miss a day of day care. When your dog misses a day your account will be charged \$17/missed day (unless they attended an extra day within the previous two weeks which we can use as a make up day). If there are no extra days to use as a make up day then a missed day may be made up within 2 weeks after the miss.

When/if your dog makes up the missed day your account will be charged \$17, (\$17+\$17=\$34).

This policy applies regardless of the reason for the absence.

Dogs attending three or four days per week are allowed one free missed day per month, beginning after they've attended one full month of daycare.

Saturday, Sunday and holidays when we are closed for daycare may not be used as a daycare day or make up day.

Late Pick Ups

There is a \$5 late fee added for every 1-15 min increment for pick ups after 5:30pm. We do not appreciate lateness, we are finished and ready to go home at 5:30pm. If you have an emergency and need to pick your dog up later than 5:30pm please call ahead to make sure that someone will be here to let you in.

The night rate is doubled for unscheduled overnights.

Early Pick Up:

We realize early pick-ups are sometimes needed; as such, all early pick-ups are by appointment only. Early pick-ups Monday-Friday need to be scheduled at the time of drop-off. This is an appointment, so please adhere to the time you've scheduled. All early pickups Monday-Friday must be before 3:30pm.

Also, call 15 minutes in advance so that we can safely remove your dog from the group for your early arrival. Dogs become agitated when people pull into our parking area; calling ahead allows us to safely remove your dog from the group before your early arrival.

Please note: From 3:30pm to 4:00pm, we are bringing the dogs in and getting them ready to go home. It is inconvenient for us to do pick-ups during that time.

ID:

If you have a friend coming to pick your dog up you will need to call ahead letting us know the **full** name of the friend and their phone number, they will also need to bring a photo ID. We will only release your dog if the above criteria is met.

Payment:

There is a non-refundable processing fee of \$34/dog, payable with submission of a completed registration at the time of the interview (cash only). All daycare enrollments within two weeks of the interview will receive a free first day of daycare.

Payment for daycare is by check, cash, or Venmo only, no credit or debit cards. **The minimum Venmo payment is \$68, payments less than \$68 may be made by check or cash.** Avoid tagging your Venmo payments as goods/services purchase protection. Venmo charges the business an extra fee which we'd like to avoid having to pass on to our clients.

Payment for daycare is due by the morning of the first day of your dog's week, or month if you prefer to pay monthly. Payment for boarding is due at the time of service, no later than at pick up from boarding. A late payment fee of \$5/week will be applied to any outstanding balance due.

More Information:

- Whenever your dog receives a vaccination update from your vet please provide us with a copy.
- For health and safety reasons, while your dog is attending day care at Canine Comfort it should be the only daycare they are attending. We do not accept dogs who are enrolled in another day care at the same time.
- All dogs have access to the inside area regardless of the time of day or the weather.
- For insurance reasons, all dogs must be on a leash when outside the dog yard. If you forget your leash we will be happy to loan you one of our slip leads, all you need to do is ask us.
- If you come with small children to pick up your dog please have them enter after you. There are some dogs who are fearful of children, they may be exiting at the same time you are entering.
- Clients are prohibited from taking videos/photographs of our facility (staff, dogs, grounds etc).
- Please be considerate of where your dog relieves him or herself. There is a designated Pee Zone, please pick up after your dog.

Day rate is \$34/day, night rate is \$17/night (all pricing includes 8% NYS sales tax).

We look forward to having your dog join our playgroup!