



## 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 7:30 - 9:00 AM (the front gate is unlocked at 7:30 AM).

Pick up is at the front gate from 4:00 - 5:30 PM.

If you need to drop your dog off later than 9:00 AM, please give us a call ahead of time so that we can prepare for your late arrival.

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

Please note: we provide boarding seven days a week. We are closed on Sundays for pickups and drop offs.

**Rates:** Our day rate is \$44/day, night rate is \$22/night. For multiple dog families, our night rate for each additional sibling is discounted to \$11/night; all pricing includes 8% NYS sales tax.

### **Switching or adding an extra daycare day:**

Each dog is registered for a base weekly attendance. You have the option to switch their daycare day within the week or add an extra day. Call or email at least 24 hours in advance 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 assume we can accommodate the day you requested.

### **Missed days:**

Calling or emailing ahead is appreciated if your dog is going to miss a day of daycare. When your dog misses a day, your account will be charged \$22/missed day (unless they attended an extra day within the previous two weeks, which we can use as a makeup day). If there are no extra days to use as a makeup 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 \$22/makeup day, (\$22+\$22=\$44). 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 makeup day.

### **Late pick up:**

There is a \$5 late fee added for every 1-15 min increment for pickups after 5:30 PM. We do not encourage lateness; pick up is wrapped up at 5:30. If you have an emergency and need to pick your dog up later than 5:30 PM, please call ahead to make sure we are able to accommodate.

The night rate is doubled for unscheduled overnights.

**Early pick up:**

All early pickups are by appointment only and need to be scheduled in advance or at the time of drop off. All early pickups Monday-Friday must be before 3:30 PM; we must receive a call 15 minutes in advance so that we can safely prepare your dog for your early arrival.

\*Please ensure you have confirmation before coming to pick up your dog.

Please note: From 3:30 PM to 4:00 PM, we are preparing for pickup time. We are unable to facilitate early pickups during this time.

**ID:** If there is an alternative person coming to pick up your dog, you will need to call or email ahead letting us know their **full** name and 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 \$44/dog, payable with submission of a completed registration form at the time of the interview (cash only).*

Payment for daycare is by check, cash, or Venmo only - no credit or debit cards. **The minimum Venmo payment is \$88 (two daycare days). Payments less than \$88 may be made by check or cash.** Avoid tagging your Venmo payment for goods/services purchase protection; Venmo charges you an extra fee which is then deducted from your payment

**Payment is due in advance or at the time of service:**

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 drop off.

A late payment fee of \$5/week will be applied to any outstanding balance.

**More Information:**

- **For health and safety reasons, while your dog is attending daycare/boarding at Canine Comfort, it should be the only daycare they are attending. We do not accept dogs who are enrolled in another daycare at the same time.**
- Vaccinations: Whenever your dog receives a vaccination update from your vet, please provide us with a copy. We require DHPP, Rabies, and Bordetella. We also recommend Lepto.
- In the event your dog develops vomiting or diarrhea while boarding with us, we will temporarily change their diet to Hills ID or Biome (\$8/can), if you have not provided an alternative.
- All dogs attending daycare must be free of ticks and fleas before entering our dog yard. It is the responsibility of the dog's person to physically check and confirm that their dog is completely free of ticks/fleas.
- 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 loan you one.
- 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 while you are waiting to enter the gate.
- 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" (Red fire hydrant). Please pick up after your dog.

We look forward to having your dog join our playgroup!