



Hours, Rates, Policies, and Rewards - 2016

HOURS / RATES:

- Store Hours:** Monday through Friday: 8:00am - 6:00pm, Saturday: 9:00am - 2:00pm.
- Daycare Hours / Rates:** Monday through Friday: 8:00am - 6:00pm, Saturday: 9:00am – 2:00pm, Sunday: Closed. \$15.00 for a ½ day (less than five hours of daycare), \$22.00 for a full day (more than five hours of daycare). We do not have a grace period – any dog left over 5 hours will be charged for a full day.
- Dog Walking Hours:** Monday through Friday: 11:00am - 4:00pm. \$15.00 for 30-minutes, walks before 11:00am or after 4:00pm are \$20.00.
- Pet Sitting Hours:** Daily: Morning Visits Start at 7:00am, Mid-Day Visits start at 11:00am, Evening Visits start at 8:00pm. \$20.00 for (1) pet each Morning / Evening visit, \$15.00 for (1) pet each Mid-Day visit. \$5.00 per additional pet
- Shuttle Service Hours:** Morning Shuttle Starts at 7:30am, Mid-Day Shuttle Starts at 11:30am, and Evening Shuttle Starts at 3:00pm. Per trip: \$7.00 for Arlington Residents, \$10.00 for surrounding towns.

CANCELLATION POLICY / FEES:

- Daycare:** Cancel **BY** 8:00am for same-day daycare to avoid \$15.00 (for ½ day booking) or \$22.00 (for full day booking) cancellation fee. A late fee of \$15.00 for dogs picked up after 6pm. Clean-up fees of \$5.00 + may apply for dogs (6 months and older) who have frequent accidents inside. Daycare dogs must have an owner-provided buckle collar with an I.D. and Rabies tag displayed or a \$5.00 rental fee will apply. Dogs booked for a full day will be charged as such (even if picked up early) unless we are notified by 8:00am same-day they will only be staying for a ½ day.
- Dog Walks:** Cancel **BY** 10:00am for same-day walk to avoid \$15.00 cancellation fee.
- Pet Sitting:** Cancel before the first scheduled visit to avoid being charged for your trip in full.
- Shuttle Service:** Cancel **BY** 6:30am for Morning shuttle, **BY** 8:00am for Mid-Day / Evening shuttle to avoid a \$7.00 or \$10.00 fee.

VACCINATION POLICY:

- PUPPIES:** All puppies under 6 months of age must have a current Distemper / Parvo vaccine, a negative fecal flotation, and have been seen by a local vet for a wellness check.
- ADULT DOGS:** All puppies over 6 months of age and adult dogs must have a current Distemper / Parvo vaccine, current Rabies vaccine, and a yearly negative fecal flotation. Due to research showing prolonged immunity to Distemper / Parvo, we are no longer requiring dogs to receive any additional Distemper / Parvo vaccinations after they have received one booster as an adult.

When your dog is given ANY vaccination they are restricted from coming to daycare / grooming until five days after being vaccinated.

DO NOT APPLY Frontline, Advantix, other Flea / Tick topical medications, or ear medications immediately before bringing your dog into daycare – please make sure the medication is dry before dropping your dog off or wait to medicate until your dog is home for the evening.

WEATHER POLICY:

If we are forced to cancel services due to weather we will contact you immediately. If we are open, cancellation policies are in effect.

REWARDS PROGRAM: (Full Time = Clients who use our services 5 days a week, Part Time = Clients who use our services 2 or more days a week)

“Full Time” Rewards: Automatically applied: 20% off all regularly-priced products and grooming services, as well as a monthly free nail trim.

“Part Time” Rewards: Automatically applied: 15% off all regularly-priced products and grooming services.