



2018 MEMO – Celebrating 12 years of Go Play!

Thank you for 12 amazing years – here's to many more! We appreciate you choosing our small company to care for your beloved dog!

POLICIES FOR 2018:

Please review the attached policy sheet. We have not raised rates for daycare or walks since starting our company in 2006. At this time, we feel we have to make a slight rate increase for daycare, walks, and grooming. New rates are marked in red on our policies page and go into effect February 5th, 2018.

We also have changes for our half day / full day daycare criteria and cancellation policies. Due to consistently having a wait list for daycare, we must enforce stricter time frames for half day hours and our cancellation policy. The changes will be found on the policy page of this memo. Please make sure to review our vaccination policies; not only our vaccine / fecal floatation requirements, but also our **mandatory 5 day wait period for dogs to refrain from daycare / grooming immediately after receiving any vaccination**. We recommend and follow the forward-thinking vaccine protocol of [Dr. Jean Dodds](#) for our daycare program.

SCHEDULE CHANGES FOR 2018:

Go Play! will be closed (no services available) the following dates: Friday 2/16, Monday 2/19, Friday 5/25, Monday 5/28, Monday 7/2, Tuesday 7/3, Wednesday 7/4, Thursday 7/5, Friday 7/6, Friday 8/31, Monday 9/3, Friday 10/5, Monday 10/8, Thursday 11/22, Friday 11/23, Monday 12/24, Tuesday 12/25, Wednesday 12/26, Thursday 12/27, Friday 12/28, Monday 12/31, Tuesday 1/1/19.

STATE LAW REQUIREMENTS FOR PET CARE COMPANIES:

All companies must have a current (updated yearly) Pet Information / Emergency Care Form on File. This form is attached at the end of this memo. We will need this form filled out and returned to us by **Monday, 1 / 29 /18**.
ALL DAYCARE / DOG WALKING / PET SITTING CLIENTS MUST RETURN THIS FORM (EVEN IF YOU DID ONE LAST YEAR!) – THERE WILL BE NO EXCEPTIONS.

Additionally, to comply with state laws, please make sure your dog attends daycare with a current I.D. TAG AND CURRENT RABIES VACCINATION TAG attached to his collar. (For safety, we will require a regular buckle / snap collar not a martingale / chain / choke / pinch collar).

Finally, we are very pleased to announce that with your help, we raised money for [The AKC Humane Fund](#). Thank you for your donations! We chose this charity after raising enough money for (2) vests for Vest-A-Dog!



2018 Daycare Information / Common Illnesses

- We will not tolerate rough play. It is not normal for your dog to receive bites, cuts, scratches, scrapes, or bruising when playing with other dogs. Dogs use their mouths when playing, but all dogs here are required to have proper bite inhibition, which allows them to play without marking others. We do not tolerate fights or acts of aggression.
- We will not accept a dog into daycare who is not current according to our vaccination policy.
- We will not accept a dog into daycare who isn't feeling well. If your dog isn't feeling well, he should stay home until healed.
- We will never require you to over-vaccinate your dogs. We follow Dr. Jean Dodds' recommend vaccination schedule for adult dogs and puppies and CAPC's (companion animal parasite council) guidelines.
- We restrict dogs from being here for a period of **5 days** after they receive **ANY** vaccination. Vaccinations lower your dog's immune system. The kennel cough vaccine causes the dog to shed the virus, making your dog contagious.
- We thoroughly disinfect all crates after each use and our daycare & grooming rooms each day.
- Since opening in 2007, we have had these policies in effect. We can proudly state we have never had an outbreak of infectious disease (kennel cough, giardia, etc.) or dogs injured from daycare play.
- All dogs needing a meal to be fed here are crated one hour before the meal and one hour after the meal for digestive health. For your dog's safety, please make sure they have eaten breakfast an hour before coming to daycare and allow them to rest for an hour after returning home before offering a meal.
- All dogs are offered water multiple times throughout the day here. We carefully restrict water intake here for digestive health and to prevent water intoxication. For your dog's safety, please do not allow your dog to drink excessively when they arrive home - although they will want to do so!
- We offer each dog a potty break several times throughout the day (usually every 2 – 3 hours). Please make sure your dog has gone to the bathroom before dropping him off for daycare.

Kennel Cough – Kennel cough is one of the most common canine illnesses. It is highly contagious and caused by bacteria and / or viruses that are airborne. Healthy adult dogs rarely show any symptoms, but a young puppy lacking a fully developed immune system can be susceptible. Symptoms include a dry, hacking / honking cough and a runny nose. Dogs are not permitted to return to daycare until symptoms have subsided. Because of the vaccine's ineffectiveness, we do not require the vaccine for daycare.

Canine Papilloma Virus – Viral papillomas are growths that often appear in the mouth, face, or paws of a young dog. These growths are unsightly but very common and are usually large-sized with a rough, cauliflower-like surface. Papillomas are harmless; there is no vaccine or treatment, and your dog is fine to attend daycare with a papilloma.

Dog Conjunctivitis (pink eye) - If your dog's eye(s) appear red, inflamed, sensitive to light, or have unusual discharge, your dog should not come to daycare. Conjunctivitis is highly contagious to dogs and people.

Fleas & Ticks – Dogs who are found to have fleas will be immediately given a flea bath at the owner's expense. Please refrain from putting a chemical topical flea and tick treatment (such as Frontline, etc.) on your dog before they come to daycare.

Ear Infections – If you notice your dog scratching at their ears, rubbing their ears on the floor, or shaking their head they may have an ear infection. Ear infections are usually the result of water, bacteria, or yeast inside of the ear canal.

Gastric Torsion – i.e. 'Bloat' - Bloat is almost always a life-threatening emergency. Bloat is when the dog's stomach distends and fills with gas and fluid and rotates. Symptoms of bloat include excessive drooling, restlessness, retching without producing vomit, and a 'bloated'-like appearance of the abdomen. Your dog should not be exercised an hour before or after meals. If your dog is fed a meal here, he is crated before and after eating. We are careful not to let any of the dogs excessively drink water.

Hot Spots – Hot spots occur usually in warm weather on a dog with a matted, ungroomed, or heavy coat. A hot spot is an area of irritation that develops into a bacterial infection. A hot spot that is licked, scratched, or rubbed by the dog develops into a bigger area quickly. Discourage your dog from bothering it. To prevent hot spots, keep your dog groomed, brushed, and combed.

Giardia - Giardia are one-celled parasitic life forms that can live dormant inside your dog. Cysts are found in contaminated water and feces. Giardia infects several species of animals, including humans. Cysts in the environment can remain viable for several weeks or months in cold, wet environments, so areas littered with feces should be avoided and piles should be removed from backyards. Your dog may or may not develop symptoms (i.e. diarrhea). However, routine fecal floatation tests should detect the presence of Giardia. This is why having a yearly fecal floatation is required for daycare, dog walking, and pet sitting clients. Dogs testing positive for Giardia, other bacteria, or parasites will have services withheld until a negative fecal floatation is received.



GROOMING & TRAINING OPTIONS - 2018

FULL GROOMING OPTIONS:

Full Bath / Trim: (For medium / long-haired dogs – prices vary by breed) Bath with two shampoos, conditioner, and anal gland check. All dogs are dried by hand on the table whenever possible. All dogs receive 20 minutes of brushing (extra brushing done for an additional fee), a sanitary trim, face trim, pad shave, and haircut (if requested.) All dogs have their ears cleaned / plucked, nails trimmed / ground, and teeth brushed. All dogs receive a cologne spray and seasonal scarf / bows.

Full Bath: (For short-haired dogs – prices vary by breed) Bath with two shampoos, conditioner, and anal gland check. All dogs are dried by hand on the table whenever possible and brushed out. All dogs have their ears cleaned, nails trimmed / ground, and teeth brushed. All dogs receive a cologne spray and seasonal scarf / bows.

GROOMING PACKAGES (no bath included):

Easy Keeper: (For short-haired dogs - \$25) 5 minute brush, nails trimmed / ground, ear cleaning, teeth brushed, cologne spray.

Face / Feet / Fanny: (For medium / long-haired dogs - \$40) Sanitary trim, face trim, pad shave, foot trim, ear cleaning / plucking, nails trimmed / ground, and teeth brushed, cologne spray.

Fancy Feet: (For medium / long-haired dogs - \$25) Pad shave, foot trim, nails trimmed / ground.

Angel Face: (For medium / long-haired dogs - \$25) Face trim, ear cleaning / plucking, teeth brushed, blueberry facial wash.

Daycare Easy Keeper: (For dogs in our daycare program only - \$30 per month) Twice monthly 5 minute brush, nails trimmed / ground, ear cleaning / plucking, teeth brushed, cologne spray.

INDIVIDUAL GROOMING SERVICES:

\$10 Services: Ear Cleaning / Plucking, Face Trim, Foot Trim / Pad Shave, Sanitary Trim.

\$15 Services: Anal Gland Check / Expression, Teeth Brushing, Hair Color, Nail Polish, Nail Trims / Grinding

Brushing / De-matting: \$1.00 per minute

Handstripping: \$60.00 base + \$2.00 per minute

TRAINING SERVICES:

Train & Play: Have us train your dog while he is here for daycare! \$35.00 for 30-minutes of professional obedience training. Pre-pay for a block of 4 sessions to receive a discount – only \$130.00! After your dog's training is complete (either individual sessions or a block of 4 sessions) we will schedule a follow up private lesson with you and your dog priced at \$45.00.

Private Lessons: We offer 30-minute professional obedience instruction booked privately with your family for \$45.00 at our facility. A \$7.00 - \$10.00 travel fee will apply if we meet for a lesson somewhere outside of our facility. You may pre-pay for a block of 4 sessions to receive a discount – only \$170.00!

Agility Lessons: We offer 30-minute professional agility instruction booked privately with your family for \$55.00 at our facility. You may pre-pay for a block of 4 sessions to receive a discount – only \$210.00!

Group Classes: We offer all levels of group training classes for both agility and obedience. Please visit our website for group class information and pricing.



Hours, Rates, Policies, and Rewards - 2018

HOURS / RATES:

- Store Hours:** Monday through Friday: 8:00am - 6:00pm.
- Daycare Hours / Rates:** Monday through Friday: 8:00am - 6:00pm. **\$18.00** for a ½ day (either 8am – 1pm or 1pm – 6pm), **\$25.00** for a full day (more than five hours of daycare). We do not have a grace period – any dog scheduled for a morning half day will be charged a full day rate if not picked up by 1pm. Any dog scheduled for an afternoon half day will be charged a full day rate if dropped off before 1pm.
- Dog Walking Hours:** Monday through Friday: 11:00am - 4:00pm. **\$15.00** for a 20-minute walk, **\$18.00** for a 30-minute walk.
- Pet Sitting Hours:** Daily: Morning Visits Start at 7:00am, Mid-Day Visits start at 11:00am, Evening Visits start at 8:00pm. **\$23.00** for (1) pet each Morning / Evening visit, **\$18.00** for (1) pet each Mid-Day visit. **\$5.00** per additional pet for each visit.
- 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 **\$18.00** (for ½ day booking) or **\$25.00** (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. **We need two weeks written notice of any permanent schedule changes to avoid being charged in full.**
- Dog Walks:** Cancel **BY** 10:00am for same-day walk to avoid **\$15.00** cancellation fee.
- Pet Sitting:** Cancel **BY** 6:30am on the day of 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 and a negative fecal flotation.
- 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.



Owner's Name: _____ Email Address: _____

Address: _____

Primary Contact Phone Number: _____ Alternate Contact Phone Number: _____

Emergency Contact: Name / Address / Phone Number: _____

Pet's Name: _____ Pet's Breed: _____ Pet's Date of Birth: _____

Diet: (Brand of food) _____ Feeding Instructions: (How much / how often fed) _____

Pet's Medication(s): _____ Dosage Instructions: _____

Pet's Regular Veterinarian Hospital: _____ Phone Number: _____

Pet's Allergies / Health Conditions: _____

Other Important Information: _____

- Go Play (hereafter referred to as Company), is entrusted to use best judgment in caring for Client's animal(s). If in the event of emergency, inclement weather, natural disaster, or other circumstances beyond all control prohibit Company from caring for animal(s), Company will be held harmless for related consequences. Company will attempt to assign a qualified person (hereafter referred to as representative) to represent Company and render services in the event of personal emergency or illness. Company has all rights to refuse services due to inclement weather or other dangerous circumstances. Company will give an estimate of time(s) for services to be rendered and Client understands this estimate may vary.
- Client is responsible for injury to persons, animals, or property, or death or injury to animal(s) named in the agreement of this contract. Client agrees to pay any veterinary costs to animal(s) during time animal(s) are in the care of the Company. If animal(s) become ill, the Company may engage the services of a veterinarian to administer medicine or give other medical care to animal(s).
- All animals must be currently vaccinated for rabies, distemper, & parvo. We require a yearly fecal flotation for daycare. Dogs are prohibited from daycare for five days after receiving a vaccination. If Company or representative is bitten, injured, or exposed to any disease or ailment received from Client's animal(s) it is the Client's responsibility to pay all costs and damages incurred. Company has the right to refuse services to any animal(s) for any reason.
- Company agrees to use Client's equipment for animal(s) and is not responsible for faulty, unsafe, damaged, or any damages to equipment.
- Client understands pet grooming includes the use of sharp tools and clippers. Client understands the difficulty of using tools on a live animal and understands there is a risk of clipper / brush burn, cuts, rashes, eye, ear, and skin irritations and releases Company of all faults.
- Company accepts cash, checks, credit cards, and Go Play! gift certificates for payment upon completion of services. If any circumstances arise, leading to additional charges upon an agreed price, Client is responsible for additional charges. A 10% late fee applies to all charges not paid upon completion of services. A handling fee of \$25.00 charged for returned checks. In the event it is necessary to initiate collection proceedings on an account, Client will be responsible for all attorney fees, court fees, and all costs. If Client pays monthly for services, payment is due the last day of the month we are scheduled to provide services for animal(s). Animals picked up after hours will be charged a \$15.00 late fee. Dogs over 6 months may be charged a \$5.00+ clean-up fee for having accidents in daycare. A clean-up fee applies for any pet soiling in the Shuttle. Client must cancel Dog Daycare services by 8:00am the same day to avoid being billed for the day. 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. Client must cancel Dog Walking services by 10:00am the same day to avoid being billed in full for the walk. Client must cancel Pet Sitting services by 6:30am prior to the first visit to avoid being billed for the trip in full. Client must cancel Shuttle Service by 6:30am the same day to avoid being billed for am shuttle and by 8:00am to avoid being billed for mid-day or evening shuttle. Company requires two weeks written notice of any permanent schedule changes to avoid being charged in full.
- **By signing this contract, Client has read the 2018 Memo, understands schedule changes, and agrees to Company's policies. All animals in Client's care are covered by this contract. This contract is binding for initial service agreed upon as well as any subsequent services.**

Using the chart to the right, please circle your requested schedule.

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Half Day Daycare	Half Day Daycare	Half Day Daycare	Half Day Daycare	Half Day Daycare	Half Day Daycare
Full Day Daycare	Full Day Daycare	Full Day Daycare	Full Day Daycare	Full Day Daycare	Full Day Daycare
AM / MID / PM Shuttle	AM / MID / PM Shuttle	AM / MID / PM Shuttle	AM / MID / PM Shuttle	AM / MID / PM Shuttle	AM / MID / PM Shuttle
20 Minute Walk	20 Minute Walk	20 Minute Walk	20 Minute Walk	20 Minute Walk	20 Minute Walk
30 Minute Walk	30 Minute Walk	30 Minute Walk	30 Minute Walk	30 Minute Walk	30 Minute Walk

Client Signature: _____

Date: _____