



## **2019 MEMO – Celebrating 13 years of Go Play!**

### **We appreciate you choosing our small company to care for your beloved dog!**

We have some exciting changes in store for Go Play! in 2019, including a renovation of our facility! We are also hopeful to expand our facility and offer an additional daycare room downstairs that will be almost twice the size of our existing upstairs play space. We appreciate your cooperation during renovations and will keep disruptions to a minimum for the safety & well-being of your dog. We hope to have all renovations completed this calendar year.

Please update your contact information for us to the: [GoPlayArlington@yahoo.com](mailto:GoPlayArlington@yahoo.com) email address for all communication regarding cancellations, upcoming schedule changes, grooming appointments, etc. This email address gets checked frequently by the entire staff. If you need to reach either Jen H. or Jen P. for personal reasons, you can use either [JenHGoPlay@yahoo.com](mailto:JenHGoPlay@yahoo.com) or [JenPGoPlay@yahoo.com](mailto:JenPGoPlay@yahoo.com)

Due to our busy day here and the need to focus on our daycare dogs and clients, we are rarely able to answer the phone. If you need to reach us during the day, please leave a voicemail or text 781-325-6088 for a faster response. As a reminder, we offer drop-off and pick-up at the back door for daycare clients. **Please TEXT when you arrive to pick up your dog at the back door so we can leash and bring him / her out to you quickly.** Please do not just knock at the back door when you arrive – it causes disruption to the daycare dogs and we are often also releasing a dog out front! Pick-up time is quite busy for us, and we appreciate your cooperation in making the end of the day run smoothly for all by texting first 😊 (we prefer a text over a phone call, please).

Please review the attached policy sheet. We are keeping daycare & dog walking rates the same for existing clients but will need to make slight increases for some shuttle service clients due to the extended time (with traffic) and fuel it requires to complete certain pick-ups and drop-offs. We also will be implementing a slight grooming price increase but will have a new 'frequent appointment' discount available. Rate increases will go into effect February 4<sup>th</sup>, 2019.

Please review our policy page and familiarize yourself with our requirements for 2019. For the safety and well-being of our daycare dogs, we have no leniency regarding our vaccination policy. Failure to comply will result in immediate dismissal from our program. We recommend & follow the forward-thinking vaccine protocol of [Dr. Jean Dodds](#).

### **SCHEDULE CHANGES FOR 2019: No services on the following dates:**

Friday **5/24/19** & Monday **5/27/19** (Memorial Day Weekend), Thursday **7/4/19** & Friday **7/5/19** (Fourth of July)  
Friday **8/30/19** & Monday **9/2/19** (Labor Day Weekend), Friday **10/11/17** & Monday **10/14/19** (Columbus Day), Friday **10/18/19** (Family Wedding), Thursday **11/28/19** & Friday **11/29/19** (Thanksgiving), Monday **12/23/19** **through**  
Wednesday **1/1/20** (Holiday Break.)



## 2019 Daycare Information

- **We are adamant about our daycare dogs having exceptional manners while here. This includes not jumping on our front gate – this is a safety issue.** Please respect our need to keep your dog safe and **DO NOT ALLOW YOUR DOG TO JUMP** on our front gate when arriving for daycare. Your dog should be kept on a short leash and be asked to sit politely in order for them to enter daycare. Remember, your dog needs consistency from you & our staff in order to learn the rules.
- We will not tolerate rough play. It is not normal for your dog to receive injuries when playing with other dogs and our daycare dogs are required to have proper bite inhibition. We do not tolerate fights or acts of aggression and will excuse any dog who we feel is a safety liability to our other dogs, clients, or staff.
- We will not accept a dog into daycare who is in violation of our vaccination policy and will not accept a dog into daycare who isn't feeling well. **If your dog isn't feeling well, please keep him home. This includes a cough, cold, diarrhea, etc.**
- We will never require you to over-vaccinate your dogs. We follow Dr. Jean Dodds' recommended 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 and certain vaccinations can cause your dog to be contagious to other dogs for a small period of time. Since opening in 2007, we have had these policies in effect and have never had an outbreak of kennel cough, giardia, etc.
- We thoroughly disinfect all crates, clean, and sanitize our daycare & grooming rooms at the end of each day.
- **All dogs needing a meal to be fed here are crated one hour before the meal and one hour after the meal for digestive safety. For your dog's safety, please make sure he has eaten breakfast an hour before coming to daycare.**
- 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. Puppies and young dogs are taken out more frequently.
- **All dogs are offered water multiple times throughout the day here. We carefully restrict water intake for digestive safety and to prevent water intoxication. For your dog's safety, please do not allow your dog to drink excessively when he arrives home - although he will want to do so!**

## Common Illnesses

**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. 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 resemble cauliflower on the mouth, eyes, or paws. Papillomas are highly contagious but harmless; there is no vaccine or treatment and they will go away on their own.

**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 both 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'** - Symptoms of bloat include excessive drooling, restlessness, retching without producing vomit, and a 'bloated'-like appearance of the abdomen. To help prevent bloat your dog is crated before and after eating a meal while here.

**Hot Spots** – 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.

**Giardia** – Dogs having diarrhea (both regularly or infrequently should be checked.) Routine fecal floatation tests should detect the presence of Giardia and dogs testing positive for Giardia, other bacteria, or parasites will have services withheld until a negative fecal floatation is received. Giardia is contagious to both other dogs and people and is highly contagious.



## GROOMING & TRAINING OPTIONS - 2019

### **FULL GROOMING OPTIONS: We have two options for grooming, premium or standard grooms.**

Premium grooms are completed start-to-finish and have a set base rate of \$70.00 per hour. Basic grooms have a set base rate based on breed and are booked with a set drop-off time and your dog's grooming will be staggered with other dog's appointments.

**Full Bath / Trim:** A 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:** A 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:** \$25 - Includes a 5-minute brush, nails trimmed, ears cleaned, teeth brushed, cologne spray.

**Face / Feet / Fanny:** \$40 – Includes a sanitary, face, & foot trim, ear cleaning / plucking, nail trimming, teeth brushing, and cologne spray.

**Fancy Feet:** \$25 - Includes a foot trim (rounding the paw and shaving the pads) and nail trimming.

**Angel Face:** \$25 – Includes a face trim, ear cleaning / plucking, teeth brushing, and blueberry facial wash.

**Daycare Easy Keeper:** \$30 per month - Includes twice monthly 5 minute brush, nails trimmed, ear cleaned, 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:** \$80.00 per hour, bath & dryer is an extra charge based on breed.

### **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 here with you and your dog priced at \$50.00.

**Private Lessons:** We offer 30-minute professional obedience instruction booked privately with your family for \$50.00 at our facility. A \$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 at our facility to receive a discount – only \$180.00!

**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 at our facility 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 - 2019**

**HOURS / RATES:**

**Store Hours:** Monday through Friday: 8:00am - 6:00pm.

**Daycare Hours / Rates:** Monday through Friday: 8:00am - 6:00pm, \$25.00 per day. New clients and puppies are charged an introductory rate of \$30.00 per day while they become acclimatized to our program as they require extra attention, more frequent potty breaks, and need to familiarize themselves with our routine. Once this introductory period is completed, the rate will be \$25.00 per day. Please note, we no longer offer half day daycare.

**Dog Walking Hours:** Monday through Friday: 11:00am - 4:00pm. \$15.00 for up to a 20-minute walk, \$18.00 for up to a 30-minute walk.

**Shuttle Service Hours:** Morning Shuttle Starts at 7:30am, Mid-Day Shuttle Starts at 11:30am, and Evening Shuttle Starts at 3:00pm. Shuttle service pricing is dependent on how long it takes to complete pick-up and drop-offs. Average range is \$7.00 - \$12.00.

**CANCELLATION POLICY / FEES:**

**Daycare:** Cancel **BY 7:30am** for same-day daycare to avoid being charged your regular daycare rate. A late fee of \$15.00 for dogs picked up after 6pm will be applied with an additional \$1 per minute starting at 6:15pm. Clean-up fees of \$5.00 and up may apply for dogs (6 months and older) who have frequent accidents inside or in the shuttle. Daycare dogs must have an owner-provided buckle collar with an I.D. and Rabies tag displayed or a \$5.00 per day rental fee will apply. **We need two weeks written notice of any permanent schedule changes to avoid being charged in full for that time period.**

**Dog Walks:** Cancel **BY 7:30am** for same-day walk to avoid being charged your regular dog walking rate.

**Shuttle Service:** Cancel **BY 6:30am** for same-day shuttle to avoid being charged your regular shuttle service rate.

**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. We do accept titres in lieu of Distemper / Parvo / Rabies vaccinations.

**When your dog is given ANY vaccination they are restricted from coming to daycare / grooming until five days after being vaccinated. For the safety and well-being of our daycare dogs, we have no leniency regarding our vaccination policy. Failure to comply will result in immediate dismissal from our program.**

**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.

**FREQUENT GROOMING / PURCHASE REWARDS PROGRAM:**

**GROOMING:** We offer 10% off the price of your dog's next groom if you pre-book every 4 - 6 weeks (dogs that receive a haircut) or every 8 - 10 weeks (dogs that receive a bath, no trimming.)

**PURCHASES:** We offer 10% off the price of all same-day purchases when your dog is here for daycare and / or grooming.



Client'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: (Human allergies to treats / scents, etc.) \_\_\_\_\_

- 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. Client understands any time frame given for services are an estimate and 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) as Company sees fit.
- All animals must be currently vaccinated for rabies, distemper, & parvo. We require a yearly fecal flotation for daycare & dog walking. **Dogs are prohibited from daycare for five days after receiving a vaccination. Failure to comply will result in dismissal from our program.**
- 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 with an additional \$1.00 per minute starting at 6:15pm. Dogs over 6 months may be charged a \$5.00 and up clean-up fee for having accidents in daycare or in the shuttle.
- Client must cancel Dog Daycare & Dog Walking services by 7:30am same-day to avoid being billed in full for the service. Client must cancel same-day Shuttle Service by 6:30am to avoid being billed for the scheduled 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 2019 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, circle your dog's schedule.**

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
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 / 30 Minute Walk	20 / 30 Minute Walk	20 / 30 Minute Walk	20 / 30 Minute Walk	20 / 30 Minute Walk	20 / 30 Minute Walk

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_