**MUDDY PAWS POLICIES**

Muddy Paws provides a safe, fun, and stimulating social environment for dogs. To ensure the safety and health of your dog(s), we require all guests to comply with the following rules and regulations. Safety is our PRIORITY.

**GENERAL POLICIES**

* All dogs entering the facility must be up to date on Rabies, Distemper and Bordetella vaccines. We are more than happy to contact your vet to verify this information.
* All dogs must be leashed and in control by the owner while entering and exiting the building.
* All dogs entering the facility must also be treated with some sort of flea and tick medication at least from the months of March through November.
* All clients must sign both the Muddy Paws Client Agreement and Muddy Paws Policies
* All dogs must be in good health and have shown no signs of any communicable disease with in the last 30 days. If at any time while attending Muddy Paws your dog does show any signs of illness, please contact Muddy Paws immediately.
* All clients must disclose any and all past and present health conditions, allergies, bite history and any other concerns or conditions that we need to be aware of in order to better care for your pet.
* We do allow tours of our facility with the exception of our large play area. Absolutely no person, other than trained staff of Muddy Paws, will be allowed access to our large play area. We strive to maintain a stress free environment in order to offer each and every dog the chance to play and have fun. The addition of unfamiliar faces poses a risk to both dogs and handlers.
* The cut off times for pricing changes are VERY strict and will not be argued.
* Our Policies, Procedures, Services and Rates may change from time to time. While we will attempt to notify you of these changes, it is ultimately your responsibility to check back on our website regularly so that you are aware of our most current Policies, Procedures, Services and Rates.
* We reserve the right to refuse service to anyone at our sole discretion.

**DAYCARE POLICIES**

* A reservation is required for daycare.
* There will be a $10 cancellation fee for any daycare cancellation without a 12 hour notice. After 3 occurrences, the full day of daycare will be charged.
* All dogs entering Muddy Paws must pass a Temperament Test.
  + All dogs must be non-aggressive to ALL TYPES AND SIZES of dogs.
  + The temperament test MUST BE DONE PRIOR TO BOARDING, no exceptions!
* All dogs must be wearing a quick release collar, harnesses are not allowed
* In order to maintain a safe play environment for the dogs, any dog that misbehaves will be given a time-out from the group play area. Because excessive barking can escalate the intensity of the pack dynamic, we reserve the right to use squirt bottles, whistles, etc. if we feel it is necessary.
* Owners understand that supervised off-leash socialization and interaction between dogs is what we do. Owners understand that dogs are provided approximately 14 hours of play time with full access to our fenced back yard allowing them to romp, run, play, kanoodle, swim and sleep at their leisure. Owners also acknowledge that dogs are unpredictable in behavior, are aware of the risks involved in such play, and assume all risks. Accidents can happen from time to time and could include a cut paw, a scrape or a puncture from free play with other dogs. Also, dogs have the opportunity to be dogs and could possibly hurt themselves or simply become sore from the exercise. Owner must understand that our environment is very different from life at home. 14 hours of free time is generally VERY different from life at home. They will run and play hard, scrape their paws, eat grass, you name it!
* Owners also understand that, due to the nature at which dogs play using their mouths, etc., no amount of sanitation and cleaning on behalf of Muddy Paws and also no vaccine schedule can fully eliminate the risks of some communicable diseases such as Canine Cough, Parasites, etc.
* If at any time during his/her stay your dog shows signs of illness he/she will be isolated from the group and will need to be picked up immediately.
* No dog will be admitted to Muddy Paws that is under any veterinary restrictions or has any sutures or staples due to a recent surgery, injury, etc. This does include a spay or neuter.
* If your dog is not spayed, she will not be admitted to Muddy Paws if she is showing any signs of heat.
  + Your dog must not attend daycare for a minimum of 30 days upon onset of heat cycle
  + If your dog comes into heat while at Muddy Paws she will be isolated from the group and will need to be picked up immediately.

**BOARDING POLICIES**

* We provide a raised bed for your dog’s comfort. Please feel free to bring items you would like your dog to have when in their personal suite (anything with familiar smells such as shirts, blankets, towel, etc. will help your dog settle in comfortably).
  + We do not allow any large pillow type beds or full comforters
  + Owners understand that any toys, treats, chew toys etc. that are brought in to Muddy Paws are placed in their dog’s suite and will not be supervised.
* Muddy Paws will do it’s very best to return items in good condition, however, we are not responsible for the damage or loss of any personal items
* Please only bring enough food for your dog’s stay
  + We do not have space for large bags/bins of dog food
* Detailed instructions are required with all medications
* If we feel your dog is in danger to him/herself, (i.e. climbing out of our suites, chewing on their door, etc.) a wire crate will be provided for your dog for his/her safety.  Safety is our upmost priority.
* We are **VERY STRICT** on both drop off times and pick up times for boarding. Please be aware of these before your stay. Owners understand that exceptions will not be made for even a couple of minutes.
  + On the day of drop off
    - Before 3pm = full day charge for daycare
    - Between 3pm-5pm = ½ day charge for daycare
    - After 5pm = no charge for daycare that day
  + On the day of pick up
    - Before 9am = no charge for daycare that day
    - Between 9am – 11am = ½ day charge for daycare
    - After 11am = full day charge for daycare
* A reservation is required for boarding so please call ahead.
* We understand that things can always come up but in order to fully accommodate everyone we do request that any cancellations for boarding be made at least 72 hours in advance.

**GROOMING POLICIES**

* Appointments are required for all grooming needs and immediate availability cannot be guaranteed so please plan ahead
* We do request that any cancellations be made at least 48 hours in advance
* Owners understand that our prices are estimates and extra grooming charges can apply if there is matting of the fur or if the dog being groomed is difficult requiring extra time for any reason.
* Our groomer will do her very best to do what is asked but if certain circumstances are present (ie: matted fur, dog is being too difficult) she will make the call on how to proceed.
* For the safety of both staff and the dog, if any signs of aggression are shown during any grooming service the use of a muzzle and/or restraint will be used.
* Our “quick bath” is only offered to dogs who come in to spend either a full day or a half day of daycare or for dogs that are boarding at Muddy Paws.
* If a dog comes in for daycare or boarding and has toe nails that are at a length that we feel is unsafe they will be trimmed at the owner’s expense.
* If your dog is also at Muddy Paws for daycare or boarding, please give exact pick up time/day to insure that the requested grooming services can be completed.
* If your dog is receiving a quick bath, we will do our best to have them dry before pick up but this cannot be guaranteed.
* If your dog gets excessively dirty while at Muddy Paws, we will do our best to clean them up prior to pick up. This is not always possible so please keep in mind that they are playing with other dogs and also in our outdoor play area throughout the day. We also will have pools out during that day allowing them to take a little swim. It is never our goal to send home a smelly dog but please understand that it can happen.

**HOURS OF OPERATION**

* Muddy Paws is open
  + Monday – Friday 6am to 7pm
  + Saturday 7am – 6pm
  + Sunday, for boarding drop off and pick up only
    - 7am-9am and 5pm-7pm
* Drop offs and pickups can be done any time during open hours
* A late pick up charge will be assessed for any dog picked up after closing time
* Any dog not picked up 15 minutes after closing time will be tucked into bed for the night and will not be able to be picked up until the following day.
* We are staffed 365 days a year, however, we do have limited lobby hours for the following Holidays:
  + We are closed for any and all drop offs and pickups on Christmas Day and Thanksgiving Day
  + We are closed for daycare and have limited drop off and pick up times of 7am -9am and 5pm-7pm on the following days:
    - New Years Day, Memorial Day, Independence Day, Labor Day
  + We are closed for daycare and also close at noon for all drop offs and pick ups on Christmas Eve and New Years Eve

**I have read and understand all policies set forth by Muddy Paws Doggy Daycare**

Owners Signature:

Date: