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DAYCARE & BOARDING POLICIES AND PROCEDURES

At Woofur, we strive to provide a safe and enjoyable environment for your pets. To ensure the health and well-being of your pet, as well as to ensure the most positive experience for our guests, we require all clients to understand and adhere to our daycare and boarding policies and procedures.

These policies and procedures are updated from time-to-time and can be found on our website at www.woofur.ca under “Store Policies”.

As a new client, we have highlighted our key policies and procedures below for your awareness and understanding. You will be required to acknowledge our store’s policies and procedures from time-to-time as they are kept current.

KEY POLICIES AND PROCEDURES FOR YOUR AWARENESS AND UNDERSTANDING:

Appointment Cancellations

Woofur requires 72 hours (3 days) notice for all overnight stay appointment cancellations, and 24 hours (1 day) notice for all daycare appointment cancellations. Please note that single night boarding deposits are NON-REFUNDABLE, but can be converted to store credit if scheduling changes or cancellations are made with sufficient notice.

Behaviour of Dogs in Daycare

All daycare dogs attending daycare must have completed and passed their temperament assessments and prove to Woofur that they are non-aggressive, friendly with people, and not overly anxious to participate in doggy daycare. Owners will need to verify that their dog has not harmed or shown aggression or threatening behaviour towards any person or dog. Please remember that when your dog frequents the daycare play areas he/she will be in contact with many other types of dogs and the health and safety of all animals is our main priority. Similar to at dog parks, acts of aggression can happen very quickly and without warning. If your dog initiates an incident that Woofur deems unacceptable, Woofur reserves the right to remove your pet to its own separate area for safety reasons until your arrival. Owners are responsible and liable should your pet cause injuries or damages to other animals or people. Woofur reserves the right to refuse service and permanently expel your pet from our facility without explanation.

Charges

As the owner or authorized agent of the dog attending daycare or boarding, you are responsible for all services charges and incidental fees that may be incurred during your pet's stay, including, but not limited to late fees, diaper charges, and equipment rental charges.

Please note that holiday surcharges for overnight boarding stays are applicable and added towards boarding stays that cross over statutory holidays or long-weekends.

Please note that a valid credit card number is required on your account to reserve overnight stays and for any incidentals incurred during your dog's stay with us.

Clean Store Policy / Pre-Entry Potty Break

We kindly ask that all pet owners who bring their dogs into our facility walk their dogs outside on the nearby grass, for at least 1-minute, prior to entering our facility. Doing so will minimize the chances of dogs having "accidents", which reduces the spread of bacteria and parasites, and to deter unwanted potty behaviour.

Early Drop-Off / Late Pick-Up

If you need to drop off your pet prior to our store opening hours we provide an early drop-off service at a rate of \$15/30 minutes. Early drop-off requests are subject to availability.

If you are late picking up your pet or need to pick up your pet after our store closes, a late pick-up fee will be charged at a rate of \$15/30 minutes, up to the price of an overnight boarding stay.

For Half-Day Daycare sessions, there is a grace period of 15 minutes, should you be late. If you are late beyond the 15-minute grace period, a Full Day of Daycare will be charged (or you can elect to pay the late pick-up fee).

Equipment Damage Due to Dogs

Please note that dogs may damage their own equipment, or the equipment belonging to other dogs, during the course of their stay at our facilities. As the owner of a pet participating in off-leash dog play, you assume the risk of damage or loss to your dog's own equipment and you acknowledge that you will not be compensated for the loss or damage to the equipment.

Food and Snacks for Dogs

All food and snacks must be supplied or specified by the pet's owner. Please bring a sufficient supply of food and snacks to cover your pet's entire stay at Woofur, including additional food for an extra day or two in case of an emergency. Should your dog run out of food or snacks, you agree to have Woofur supply the same or comparable food or snacks for your pet. If you are unable to bring any food or snacks, we carry a variety of healthy and nutritious products at our store that are available for purchase. Please note to ensure the well-being of your pet, we will not feed anything unless provided or directed by you. All incidentals will be charged to the credit card provided on the account. Any treats or belongings should be identified to Woofur Staff at the time of drop-off/check-in so that the items can be identified and checked.

Intact, Neutered or Spayed Animals

Dogs do not need to be neutered or spayed in order to attend our daycare facility. However, we will not accept females in heat and may refuse intact males who are overly aggressive or dominant towards others. Woofur always reserves the right to revoke daycare membership to dogs who may pose a danger to others.

NOTE ON EXCESSIVE URINATION OR "MARKING TERRITORY" INDOORS: If dogs are observed to be frequently "marking their territory" indoors, dog owners will be asked to bring a reusable diaper (or supply disposable diapers) for their dog's use while in daycare. If owners do not supply reusable or disposable diapers, Woofur reserves the right to provide diapers for dogs at the owner's expense.

Leashes, Walking Aids and Properly-Fitted Equipment

Owners must supply properly fitted walking devices for their pet during his/her stay, which include:

[1] a collar, [2] a solid (non-retractable) leash, and [3] a walking harness. For the safety of your dog, other dogs, and our staff, we do NOT allow the use of shock collars, prong collars, martingale/choke-style collars, metallic leashes, or retractable-style leashes. If you fail to provide equipment that Woofur deems suitable for use during daycare, an **equipment rental fee of \$5.00/day** will be added to your account. Alternatively, we may recommend more appropriate equipment for you to purchase from our store, which you can have the option of leaving it here in our daycare.

Maintaining Membership Status for Daycare and Overnight Stays

In order to continue scheduling daycare and overnight visits, dogs need to keep their daycare membership status current by visiting our facility at least once every three (3) months i.e. to maintain a dog's daycare membership status in good standing, dogs need to have attended regular daycare, or have stayed overnight, or have completed their Full Spa & Style grooming session within the past three (3) months. If a dog would like to book or schedule daycare and/or overnight stays and the dog has not been to Woofur for over three (3) months, but less than six (6) months, then a complementary Daycare Reassessment appointment must be scheduled for the dog to be reassessed for readmission. **Please note that any dog who does not attend regular daycare after a 6-month layoff period will lose their daycare membership status automatically.** Any dog looking to rejoin our daycare after that time will be subject to membership availability and must go through the daycare assessment process for admission.

Medical History and Health Status of Pets

Your pet's medical history and information is very important to us. If your pet is not feeling well (e.g., coughing, sneezing, vomiting, diarrhea, etc.), please do NOT bring him/her to our facility for both his/her own health and for that of our other guests. To ensure the safety and well-being of pets in our care, owners must inform us of any allergies, intolerances, sensitivities, illnesses, and/or physical limitations. Please note that if a pet has a communicable condition (e.g., viral or bacterial infections like canine papillomavirus), or is in heat, he/she may not attend Woofur until he/she is fully symptom-free, or has veterinary clearance. Should your pet require immediate veterinary attention, Woofur will transport your pet to the nearest vet to our facility. Please note that as the owner you will be responsible for all medical and veterinary costs incurred.

NOTE ON BORDETELLA VACCINE: Our facility does not require dogs to be vaccinated against bordetella. If your dog recently received the Bordetella (Kennel Cough) vaccine, we kindly ask that he/she remain home for 14 days to allow the dog's immune system to respond to the vaccine and to safeguard against any potential adverse effects that could affect other dogs in the facility.

Pick-Up Times for Overnight Boarding Stays

Complimentary daycare is included in your boarding fees, with daycare covered up until 12:00 PM (noon) on the day of pick-up. Should you require your dog to stay past 12:00 PM on the day of pick-up, a half-day daycare fee is applicable for pick-ups between 12:01 PM and 3:00 PM. After 3:01 PM, a Full Day Daycare charge will apply.

Boarding Checkout Time:	9:30 AM to 12:00 PM
Half-Day Daycare Charge for Checkouts	12:01 PM to 3:00 PM
Full-Day Daycare Charge for Checkouts	3:01 PM to Close

Pre-Paid Packages Terms and Conditions, Including Expiration Dates

All pre-paid packages purchased have a validity period and will be deemed invalid beyond their expiration date. **Daycare packages are valid for a period of six (6) months from the date of purchase and boarding/overnight stay packages are valid for a period of twelve (12) months from the date of first use.** All pre-paid packages are **NON-REFUNDABLE, NON-EXCHANGEABLE, and NON-TRANSFERRABLE.** In certain circumstances, the expiration date on daycare and boarding packages may be extended via a **30-Day Package Extension Fee.** Also, please note that daycare and boarding packages can only be used by dogs in the same household and cannot be shared with other dogs who do not live at the same home address.

Acknowledgement of Daycare & Boarding Policies and Procedures

As the owner or authorized agent for a pet registered to attend daycare or boarding, I hereby acknowledge my understanding of Woofur's daycare and boarding policies. I understand that these policies are updated from time-to-time and that I can review them on Woofur's website at www.woofur.ca, under "Store Policies".

Name of Owner:

Dog's Name:

Signature:

Date: