

Dear Clients of Love Your Dog Daycare and Grooming,

I hope this note finds you and your furry friends doing well. We want to take a moment to thank you for your continued trust in us over the years. It has been an absolute pleasure to care for your pets, and we truly value the relationships we've built with both you and your dogs.

After much consideration, we are writing to inform you that, for the first time in 10 years, we will be adjusting our prices for daycare, boarding, and grooming services. Along with updating some policies. This decision has not been made lightly, but it is necessary to ensure that we can continue providing the highest quality care and maintain the level of service that you and your pets deserve. These price changes and policy updates will be effective **January 1st 2025**.

We understand that changes can sometimes be challenging, but please rest assured that these updates are designed to improve our operations and ensure that all pets in our care receive the attention and safety they deserve. Below are the key changes:

1. Updated Boarding Drop Off Times

- The new **drop-off window** will be, **Monday - Friday 7am - 5pm, Saturday 9am - 3pm, and Sunday 9am - 2pm.**
- All dogs should be dropped off within this designated time frame. This will help us ensure that all pets are settled in and ready for a fun, safe day.
- Please make sure to arrive within the above stated windows. We will not be able to accommodate early or late drop-offs outside of this window.
- All dogs dropped off 1 hour before closing will still be charged for a half day of daycare.

2. Morning Pick up from Boarding - Daycare Charges:

- All daycare charges will now begin at the start of business hours on the day of service.
- This means that regardless of the actual time of pick - up, the daycare charge will start from our opening time.
- Any pick-ups made at opening time will still be charged for a half day of daycare and we will no longer be offering free morning pick-up.

3. Holiday Policy for Daycare and Boarding:

Effective on: Thanksgiving, Christmas, New Years, Easter, Memorial Day, Fourth of July, and Labor Day

- On the listed holidays, we will **not** be accepting any pick-ups or drop-offs for daycare or boarding services.

- This policy allows our team to spend quality time with their families and ensures that all pets in our care receive the attention and supervision they deserve during the holiday season.
- **Please plan accordingly** for any daycare or boarding needs around the holiday dates.
- For drop-offs or pick-ups on days before or after the holiday, please ensure your reservation aligns with our regular operating hours.

4. Boarding Reservation Policy Update:

- We kindly request that all boarding reservations be made at least **72 hours (3 days)** in advance. This allows us to properly prepare for your pet's stay and ensures we have the capacity to care for all our guests.
- For **boarding reservations during the holiday season**, specifically Thanksgiving, Christmas (December 20th - 26th), New Years (December 29th - January 2nd), Easter, Memorial Day, Fourth of July, and Labor Day, we require a **minimum of 1 weeks' notice** for **drop-offs**. This extended notice is necessary to help us manage the increased demand during this time and ensure that your pet has a spot with us.
- For any boarding reservations made within **24-48 hours** of the desired check-in date, a **last-minute boarding fee** of **\$25.00** will apply.

5. Boarding Instructions Requirement:

We are committed to providing the best care and attention to your pets during their stay with us. To ensure that we meet the specific needs of each dog and provide the highest standard of care, we are implementing a new policy regarding **written instructions** for boarding. You can **download the boarding instructions PDF** from our website, fill it out, and **bring a printed paper copy** with you at drop-off. **Please note** that **written instructions are required at each boarding visit**, even if you've provided them previously. This ensures that we have up-to-date information for each stay.

6. Non - Holiday Boarding & Holiday Boarding Cancellation Policy

Boarding Reservations

- **Booking:** Reservations for boarding are required and are subject to availability.
- **Drop off Deposits:** A non-refundable deposit of 50% is required at time of drop off for their stay if your pet will be staying with us for 7 or more days. Deposits also may be required for families of two or more dogs despite the length of time of their stay.
- **Balance:** Full payment for boarding is due at pick up from your pet's stay.

Holiday Boarding Cancellations

We have special policies for holidays due to increased demand:

- **Peak Holiday Periods:** Our peak holiday periods include the following:
 - Thanksgiving
 - Christmas (December 20 - 26)
 - New Year's (December 29 - January 2)
 - Easter
 - Memorial Day
 - Fourth of July
 - Labor Day
- **Cancellation Notice:** For cancellations made **less than 7 days** prior to the start of a holiday boarding reservation, we require **full payment** for the reserved dates.
- **Holiday Cancellations:** If you need to cancel a holiday reservation, **you must speak directly with a staff member** to confirm the cancellation. Cancellations made via email, voicemail, or text will not be considered valid. This is to ensure all cancellations are properly documented and communicated.
- **Holiday Deposit:** A 50% non-refundable deposit is required for all holiday bookings a **minimum of 7 days before** drop off. This deposit is applied toward your total boarding balance.

Non-Holiday Boarding Cancellations

- **Standard Cancellation:** For cancellations made **more than 72 hours** before the start of your reservation, we will issue a full refund.
- **Late Cancellations:** Cancellations made **within 72 hours** of the scheduled drop-off will be charged 50% of the total boarding fee.
- **No Shows:** Failure to show up for a scheduled boarding reservation will result in a charge of the full reservation amount.

Emergency Cancellations

If an emergency arises and you need to cancel due to an unforeseen event, please contact us as soon as possible. We will make every effort to work with you on a case-by-case basis, but please note that late cancellation fees may still apply.

7. Owner Responsibility for Damages During Boarding:

In the event that your pet causes damage to any property, facilities, or other pets during their stay, the **owner will be responsible for the cost of repairs or replacement** of any damaged items or facilities.

This includes but is not limited to:

- Destruction of bedding, furniture, or toys
- Damage to facilities or property (e.g., broken doors, windows, or gates)
- Injuries caused to other pets or staff

We take every precaution to prevent accidents or damage, but in order to ensure a safe and well-maintained environment for all of our guests, this policy helps cover the costs associated with any unintentional damage that may occur. We appreciate your understanding in this matter.

8. Pricing Update:

New Pricing Effective January 1st 2025

Beginning January 1st 2025, the rates for daycare boarding, and grooming will increase by \$5.00. The new prices are as follows, **please note these prices are excluding tax**:

- **Daycare:** Half day of Daycare \$25.00, Full day of Daycare \$35
- **Boarding:** Small - Medium sized pets \$50.00/night, Large \$55.00/night
- **Grooming:** All grooming charges are increased by \$5.00
- **Non Neuter or Spayed Pets:** Please see the policy below for more details.
- **Package Price:** Please see below policy for updated pricing for our packages.

Why the Increase?

For the past decade, we've been committed to keeping our rates as stable as possible. However, as you can imagine, the cost of operating a facility that provides top-notch care—including staff, safety measures, equipment, and facility upkeep—has steadily increased over time. This price adjustment will help us continue to provide a safe, clean, and enriching environment for your pets while maintaining the high standards you've come to expect from us.

What You Need to Know:

- Any reservations made **before January 1st 2025** will be honored at the current rates.
- The new rates will apply to all bookings made **on or after January 1st 2025**.

9. Change to Daycare Package Prices and Policy

New Daycare Packages and Prices:

- **10 Half Day Daycare Package with 1 Free Half Days:** \$220 (\$2.00 per day)
- **10 Full Day Daycare Package with 1 Free Day:** \$330 (\$2.00 off per day)
- **20 Full Day Daycare Package with 2 Free Days:** \$640 (\$3.00 off per day)
- **30 Full Day Daycare Package with 3 Free Days:** \$930 (\$4.00 off per day)

Full Day Daycare packages will no longer be applicable for half-day services, unless you have purchased a **Half-Day Package**.

- **Full-Day Packages:** These packages are for full-day care only and cannot be used for half-day visits.
- **Half-Day Package:** If you require half-day care, we kindly ask that you select our designated **Half-Day Package** to ensure accurate billing and availability.

Effective Date:

- These changes will apply to **any new packages purchased starting January 1st**. Existing packages purchased prior to this date will still be honored under the current terms until your next purchase.

10. Boarding & Daycare for Non-Spayed/Non-Neutered Pets:

- **Age Requirement:** We require all pets to be spayed or neutered by the current veterinary recommended age for both daycare and boarding services.
- **Additional Fees:** For pets that are **not spayed or neutered**, an additional fee will apply to your boarding or daycare charges of \$5.00. This is to account for the increased supervision and management required for intact pets.
- **Behavioral Considerations:** Intact pets may require extra care to ensure a harmonious and safe environment, particularly around other dogs. We will assess each pet's behavior to ensure they can interact safely with others. Any intact pet may be separated from the group during their stay based on their behavior with the group here that day for their safety.
- **Health & Safety:** Non-spayed or non-neutered pets may be at higher risk for certain health issues, and we want to ensure their safety during their stay. We kindly ask that any female dogs who are actively in heat not be brought in for daycare. If your pet is in heat during the time of boarding please be aware that they will be kept separate for their health and safety.

10. Phone Monitoring Hours:

These hours reflect our current operating hours. Please see below times:

- **Monday to Friday:** 7:00 AM – 6:00 PM
- **Saturday:** 9:00 AM – 4:00 PM
- **Sundays:** 9:00 AM - 3:00 PM

Outside of these hours, we may not be able to answer calls immediately, but please leave a message, and we will get back to you as soon as possible during the next business day.

We kindly ask that you review and familiarize yourself with these new policies, and if you have any questions, please don't hesitate to reach out to us via **phone 609-662-4758 or text at 609-341-0367**. We greatly appreciate your continued trust in **Love Your Dog Daycare, and we are excited to continue serving you and your pets.**

Thank you for being a part of our daycare family!

Warm regards,

Terri Reed

Owner of Love Your Dog Daycare



"It's not just our name - we show it"

Love Your Dog Daycare Questionnaire

Owner information

Owner's name(s) _____ Home phone _____

Address _____ Work phone _____

City _____ State _____ Zip _____ Cell phone _____

Email _____

How did you hear about us? _____

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Dog information

Dog's name _____ Age _____

Breed/mix _____ Color _____

Birth date _____ Sex _____ Weight _____

Is your dog spayed/neutered? Yes No At what age? _____

Veterinarian's name _____ Office name _____

Address _____

City _____ State _____ Zip _____ Phone _____

Where was your dog acquired? _____ How long has your dog lived with you? _____

What food do you feed your dog? _____

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Training information

Has your dog attended training classes or had any formal training? Yes No

What commands does your dog know and respond to? _____

Is your dog crate trained? Yes No

If so, when is the crate used? (naps, bedtime, while out or at work, etc.) _____



Love Your Dog Daycare and Overnight Facility Policy

Our goal here at Love Your Dog Daycare and Overnight Facility is to make your pet feel at home in a clean, safe and fun environment. To be able to ensure safety and good health, we require our clients to comply with the following rules and regulations:

All dogs in our Facility MUST be up to date on the following vaccinations with the proper paperwork:

- Rabies
- DHLPPV Distemper
- Bordetella
- Negative fecal test including Giardia Elisa (Yearly)

Affordable vaccines and fecal testing are available at [People for Animals](#) just down the road at 1 Sharon Rd, Robbinsville • 609-208-3252 • pfaonline.org/hillside/services-fees/

I, _____ will be leaving my dog _____
in the care of Love Your Dog Daycare and Overnight Facility from (date) _____
to (date) _____ .

I, give permission to (veterinary clinic) _____
to provide treatment to my dog in the event of an emergency. In the event of any type of
injury or emergency treatment, owner is financially responsible for all incurred medical costs.

We require three (3) emergency contacts and phone numbers with at least one (1) contact who
will be available within the area during your absence.

1) _____

2) _____

3) _____

Feeding schedule: Amount _____ Times/day (1 or 2) _____ AM _____ PM _____

Date _____ Pet's name _____

Owner's name(s) _____ Signature _____



Love Your Dog Daycare Medical History

Does your dog have any allergies?

Yes No

If so, how are they being treated?

Does your dog have any problems with ear infections?

Yes No

Does your dog take any regular medications?

Yes No

Explain:

Does your dog have any dietary requirements or restrictions?

Yes No

Explain:

When does your dog's Rabies vaccination expire?

When does your dog's Distemper vaccination expire?

When does your dog's Bordetella vaccination expire?

Is your dog on a regular heartworm/parasite prevention treatment? Which one

Yes No

Is your dog on a flea prevention program? Which one?

Yes No _____

Have sore paws/pads ever been a problem?

Yes No

Social History

What other types of pets are in your home?

Are there children in your home? What age?

Yes No _____

Has your dog ever been in a social play ground?

Yes No _____

(dog park, friend's house, etc.) What types of situation?

Does your dog exhibit any of these anti-social behaviors?

Growling Hiding Biting Other

Is there any behavior that you would like your dog to improve or change?

Behaviors

How would you describe your dog's activity level at home?

Has your dog ever shown aggressive behavior toward people?

Yes No

How does your dog react to strangers?

Is there any particular dog breed that your dog doesn't like or shows fear of? What breed?

Yes No _____

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"It's not just our name - we show it"

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Behaviors

Has your dog shown any aggressive behaviors toward another dog? What sort of behavior? Yes No _____

Has your dog ever been involved in a situation with another dog that resulted in a bite wound to either pet? Details? Yes No _____

Does your dog have separation anxiety? Details? Yes No _____

Does your dog willingly accept handling by others? (grooming, nail clipping, etc.) Yes No

What scares your dog? And how do you deal with it? _____

What activities does your dog love? _____

Has your dog ever jumped a gate? What height? Yes No _____

Does your dog bark at fences? Yes No

Is your dog toy protective? _____

Is your dog food or water bowl protective? Yes No _____

Any other special instructions? Yes No _____

Emergency Contact

Emergency contacts must be reliable people that can either pick up your pet and/or make a decision in case of emergency.

Owner's name _____

Home phone _____ Work phone _____ Cell _____

If owner is not available, please contact:

Name _____

Home phone _____ Work phone _____ Cell _____

Alternate:

Name _____

Home phone _____ Work phone _____ Cell _____