



2026

PAWS DAY POLICY & PROCEDURES

**PAWS DAY LLC. EST.2019
'TERMS OF SERVICE' BOOKLET**

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NEW CLIENT ONBOARDING INFO

Pup parents interested in our services are required to complete the onboarding form found on our website for all of their dogs they would like to attend services. We will respond to your initial form within 24-72 hours.

New pups are required to complete a "trial" to be cleared for services and full interactions with the pack and the resident dogs. We will evaluate their temperament, engagement with the other dogs, stress levels, comfortability in our home, and their overall demeanor. We will keep clients posted throughout the trial and reach out if we have any questions or need any additional information on their dog(s). Once your pup has completed their trial and has passed their initial evaluation they would be cleared to sign up for services. PD would continue to evaluate their interactions and keep you in the loop on how they acclimate to the pack and our routine for continued service clearance.

Our trial usually takes a couple hours and we will confirm the timeframe with pup parents as we schedule the trial session. Our trial includes pick up and drop off. We like to make the trial pups one of the first pick ups to ensure they can meet the other pups one by one. You will receive a text the morning of your pup's place in line if applicable and ETA once your pup is next in line. You will receive a text when drop offs have begun and the ETA when your pup is next in line. Trial pricing is \$35 and would be due once you confirm what day you would like your pup to attend. Paws Day LLC reserves the right to deny services to potential clients and current clients if your pup is causing major disruption to the care of the other dogs or showing behavior that would compromise the safety of the other dogs in PD's care or the caretakers.

Paws Day LLC uses a third party app that sends updates to clients about their pets during their service with us. Once we have confirmed with a new client their trial session we will send over a link to the app and a perform a test run email/text to ensure you are able to access your dogs service information when over. This will be where we send pictures, activities performed, notations, etc. if there is anything time sensitive or urgent we will reach out via text/call.

Paws Day LLC may require new dogs requesting boarding services to complete a 24 hour trial board prior to a multi-day boarding request. This would be a separate requirement from our trial/evaluation day to help set your pup up for boarding success. The goal would be to get the pup's familiar with our residence, the routine we have for the boarding dogs, and familiar with us before staying for multiple days which can be an adjustment if they are not used to being away from home or aren't familiar with us.

Paws Day LLC is operated from the business owner's private residence. We supply our address to clients to have for their records. We currently do not offer tours of the residence or pick up and drop offs by clients, we operate year round which means we have dogs in our care year round (with the exception of scheduled time off). To maintain a balanced and safe environment for the dogs in our care we limit introductions to people at the residence and when we must it is a very controlled and slow paced procedure to ensure everyone's safety and comfortability. We work with dogs of various sizes, temperaments, and quirks; introducing the dogs to new people can be overstimulating/overwhelming for the dogs and cause disruption or safety concerns. If a client wants to see pictures of the main areas in the residence or ask any questions about the residence they are more than welcome!

During our pick up and drop offs we ask the clients do not approach the vehicle as this can cause overstimulation/overwhelm to the other dogs in the car (i.e barking, lunging at car windows, redirected aggression, potential escapes, etc.)

DAYCARE SERVICE TEMPLATE

Our daycare schedule for the pups is taken day by day as we take into account if weather conditions, individual dog moods, and individual dog needs, etc. but we do have a structure that we like to follow overall so the pups can get into a rhythm of what to expect when over for the day. Pup parents will receive updates via our current updating system/app. This will include pick up and drop off notifications.

- 1. AM Dog pickups take places between 7-9a**
- 2. Private park visit** (we may switch to group walks dependent upon park conditions and your pups off leash eligibility)
- 3. Breakfast** (if applicable) **and rest time**
- 4. Theme daycare**
- 5. Indoor playtime**
- 6. Potty breaks**
- 7. Dog drop offs take place between 2-4p**

****please note the 30 minute grace period on the front and back end of the pick up and drop off timeframes as we take into account traffic, weather, etc.**

****owners please be sure to let your pups out for a potty break prior to us arriving to avoid accidents in vehicle during our pick ups. Cleaning fees may apply if your dog has an accident or upset stomach in car.**

BOARDING SERVICE

TEMPLATE

Our boarding schedule for the pups is taken day by day as we take into account if daycare is open, dog needs, etc. but we do have a structure that we like to follow overall so the pups can get into a rhythm while over to help with their comfortability.

1. **AM outing** (this would be prior to daycare pick ups if applicable for day, may consist of a small park visit or 10/15 min walk)
2. **Breakfast** (We will do an initial feeding time and if your pup doesn't eat we will try again a few hours later with a different topper)
3. **Indoor lounge/playtime** (we have designated time where we encourage the pups to bond and play with each other if they are up for it, they may also relax and lounge to themselves or engage with me.)
4. **Theme Daycare - if applicable** (if your pups boarding goes through Monday-Thursday they will participate in the theme daycare once for that week.)
5. **Midday potty break** (this will be a quick potty break)
6. **Activity/Treat time** (we like to have at least one designated treat time focusing on mental stimulation; This could be a lick mat, snuffle mat, or Trick 4 Treats where we allow them to show us any commands/tricks they know during this time for treats.)
7. **Afternoon outing + Dinner** (pups go for group walks where they can explore and sniff with a partner or small groups of 3 if applicable)
8. **Evening potty** (this will be a quick potty break before bedtime)
9. **Bedtime treat** (pups will have a special treat to cue bedtime)
10. **Bedtime** (wind down with the pups, mostly relaxing and pets/cuddles altogether if they want, then pups can choose their bedtime spot for the night)

****please note the 30 minute grace period on the front and back end of the pick up and drop off timeframes as we take into account traffic, weather, etc.**

****owners please be sure to let your pups out for a potty break prior to us arriving to avoid accidents in vehicle during our pick ups. Cleaning fees may apply if your dog has an accident or upset stomach in car.**

GENERAL INFO

PICK UP AND DROP OFF HOURS:

PD's hours of operation **for pick up and drop offs** are Monday to Saturday 7 am to 4 pm. We do not offer starting or closing out services on Sundays. Daycare timeframes are preset for 7-9am pick up and 2-4pm drop off. Dog owners are given timeframes to choose from when scheduling boarding services. . We do offer a late drop option of 6-7p for boardings only for an additional fee. See the 'OTHER FEES' section for more info. (we cannot offer specific times for pick ups or drop offs)

PAWS DAY LLC SUPPLIES FOR SERVICE:

PD supplies food bowls, water bowls, snuffle mats/slow feeders, beds, crates, toys, blankets, treats, etc.

TO PACK WITH YOUR DOG:

Your dog will need a standard leash, properly fitting collar with ID tags, , harness(if applicable), food, and any medication (if applicable) along with instructions attached for their stay.

GRACE PERIOD:

PD does its best to arrive to begin services and end services within the timeframes agreed upon or default timeframes for specific services (i.e daycare). PD policy allows us a 30-minute grace period before the timeframe and after the timeframe. This grace period is taking into account weather conditions, traffic, hiccups with other clients, etc. if we are going to be later or earlier than the default grace period PD will contact you ASAP and give an ETA. If PD arrives after the 30 minute grace period client will receive a partial credit back for the inconvenience.

INCLEMENT WEATHER:

At Paws Day LLC's discretion, in the circumstances of heavy rain/snow, high heat, or low temperatures. PD will reach out to give you a time window with the option to reschedule service or opt-in for a shortened service (full daycare will adjust to half day). In the case of boardings and daycare that have already begun, you will receive an email/text giving you the options available in the event your pick up/drop off falls on a day/time where PD feels it is unsafe to travel. PD reserves the right to cancel a service if we feel the safety of the dog and/or dog caretaker is at risk.

VACCINE REQUIREMENTS:

All dogs are required to be up to date on their vaccinations and a flea/tick medication. PD requires all pups to be vaccinated for bordetella, DHPP/DAPP, Leptospirosis, and Rabies. PD does require proof of vaccinations in the form of a PDF file of the official record or a screenshot of the official record. In order for it to be qualified as a valid document it must show your dog's name, the vet info, and the date when your dog will need their RENEWAL shots. We cannot accept handwritten records. Clients will receive a reminder email from us when their dog's shots are upcoming/expired. If your dog has special circumstances in regard to vaccines, please email us to potentially discuss this further. Clients may use our Vaccine and Medication Submission Page on our website to access the submission link where you can upload your dog's vaccination records. We will also accept vaccination records sent via email to pawsday2019@gmail.com and Paws Day LLC will manually upload the records through the submission link for clients if you are unable to access the link or do not have a google account to submit.

GENERAL INFO

MEDICATION:

Any dogs attending service who will require administration of medicine of any kind (prescribed or over the counter) will be required to fill out our medication form on our website under the 'Vaccine and Medication Submission' Tab with the name of the medicine(s), the amount they should receive daily along with if it should be taken with breakfast/dinner. In the case of an emergency we will need

this information on hand to be properly informed and to avoid delays in case veterinary care is needed. Clients may pack pill pockets or pill pocket substitutes but are not required as we keep PB,

cheese, and other pill pocket substitutes on hand. If your dog's medication routine is updated, whether adding in medication, taking away a medication, switching the time of administering, etc please update us prior to their next service where we will need to administer medication by sending

an email to pawsday2019@gmail.com.

HOLIDAY SERVICES AND PRICING

All services are subject to changes during the holiday season. PD will update parents of any changes ASAP. Pricing changes for holiday boardings will be reflected the week prior, week of, the day of, and the weekend of these holidays. Boardings that will go through a holiday will be charged holiday pricing from the beginning of the boarding to the end. Daycare services are subject to closures on particular holidays.

Daycare services are subject to additional fees on holidays. Please refer to the 'FEES' section for the holiday surcharge and the 'REMINDERS' section for default holiday closures.

DISCOUNTS & CREDITS/RESCHEDULES

Any discounts given to dog owners can only be used one at a time and cannot be added to any promo's PD runs. Discounts and credits cannot be applied to holiday services. Once a discount is applied to a service if you request for the services to be canceled the discount will become null and void, you cannot reuse it at a later date. Any reschedules/credits given to pup owners from PD are eligible for a one-time usage each.

TREATS AND TOPPERS:

We offer various treats and toppers for the pups that we may add to their food to encourage eating or give as special treat while over. The treats and toppers are all dog safe and either homemade, limited ingredients or one ingredient items/treats. We take into account each dogs size to portion ratio. If your dog has any allergies that you did not list on their original onboarding form you are responsible to send an email to pawsday2019@gmail.com so we may have the accurate information prior to services with us.

PRIVATE PARK:

During our services, we typically try to go to a private dog park when possible. The PD pups only engage with each other. You may request your dog not participate and PD reserves the right to assess if your dog is eligible to go on a daily basis.

SERVICE CANCELLATION REQUIREMENTS:

All services require a notice of cancellation by dog owners to ensure fees won't apply. Fees must be paid before another service can commence. Please read the 'Boarding Info' and 'Daycare Info' section for more info on notice of cancellation.

GENERAL INFO

WEAR AND TEAR POLICY:

Anything that is outside of normal wear and tear will be an additional fee. The fee is dependent upon what is damaged/needs to be replaced. (potty accidents that don't require deep cleaning or replacement of items in question qualify as normal wear and tear. Dog toy damage qualifies as normal wear and tear.

Damage to shoes, furniture, electronics, complete dog bed destruction, household appliances, doors, etc.

DO NOT QUALIFY as normal wear and tear.)

HEALTH LIABILITY WAIVER:

Dog parents that take their dogs to public dog parks, public dog events, public inside dog gyms, participate in on/off leash dog greetings, dog play dates , or areas where dog traffic is high Paws Day LLC cannot be held liable in the event of your dog getting sick and whatever comes from the sickness, as there is no sure way to pinpoint when/where they came in contact with whatever caused your dog to be sick/have symptoms of sickness. Clients understand that signing up for service with Paws Day LLC means your dog will be in contact with other dogs in the pack who may participate in activities mentioned above and you take full responsibility for your dogs health and care that may be needed in the event of sickness

BOARDING INFO

- PD's Boarding service takes place at the dog caretaker's residence. This means your dog will stay the night with us at our home.
- Boardings are charged per day. This includes, pick up/drop off and overnight charge. The first day is always a full-day charge no matter the start time. We highly recommend pups begin their boarding in the morning/noon if possible to ensure they can settle in throughout the day. The last-day charge is dependent upon the drop time frame.
- Deposits are required to hold a boarding slot. PD's deposit amount is 50% of the boarding total or one full day of service, whichever is greater. This deposit is nonrefundable, nontransferable, and will be deducted from the total. Your boarding is not valid until the deposit is received. All boarding deposits are due within 24 hours from the breakdown email being sent to you before it is null and void. To note: the boarding breakdown is not a confirmation of your slot held until the deposit invoice is paid; other clients may request the same spot.
- Request for boardings that are less than 7 days before the start date qualify as an "On Demand" boarding and come with an additional charge. See the 'FEES' section for more info.
- Boarding services that are 7 days or more qualify as an extended stay. An additional charge is added to each day of the entire boarding. See the 'FEES' section for more info.
- 72-hour notice prior to the start time of boarding is required for valid cancellation and to avoid fees.
- The remaining balance for boardings must be paid the 24 hours before your service starts. This is where any discounts would be applied. Failure to pay by the deadline will result in late charges. See the 'FEES' section for more info.
- Your dog will need a standard leash, properly fitting collar with ID tags, , harness(if applicable), food, and any medication (if applicable) along with instructions attached for their stay.
- You will receive a notification of when we arrive for your dog's pick up and drop off via a third party notification company.
- We recommend not packing anything that could be damaged by another dog. PD cannot be responsible for any damages besides the things we require for you to pack for their boarding stay.
- PD offers to supply food for daycare and boarding stays for an additional fee (Please refer to the 'FEES' section for pricing. If you opt out of the food provided that we offer you must pack enough food for the entire duration of their service to avoid food charges. If PD is required to go back to owner's residence after pick up but before scheduled drop off due to lack of (food/ medication, etc.) quantity or because dog requires something that was not given/ specified to grab and left out in plain sight by the entrance of your home (prior to our arrival for pick up) there will be additional fee. Please see 'FEES' section of booklet.
- You will receive 1-2 check-ins per day, letting you know how your pup is doing via a third party app/link. You will have access to message us for more updates anytime and we will get back to you ASAP.
- Please see the 'FEES' section for more info on cancellation fees and time adjustment fees, etc.
- Please see the 'REMINDERS' section for the wear and tear policy.

DAYCARE INFO

- Daycare is available Monday to Thursday. Daycare timeframes are preset for 7-9am pick up and 2-4pm drop off. We currently do not offer daycare on Fridays.
- All pup parents will receive a text once pick-ups have begun with their dog's place in the pick-up line. You will also receive a text letting you know drop-offs have begun. Official notification of when we arrive at your dog for pick up and when we drop off your dog will be sent via text/email.
- Request for daycare service that is less than 72 hours before the start date qualify as an "On Demand" daycare and come with an additional charge. See the 'FEES' section for more info.
- 24-hour notice prior to the start time of daycare service is required for valid cancellation and to avoid fees.
- The balance for daycare service request must be paid within 24 hours of request or by the end of the day if request is made on the same day your service would start. Failure to pay by the deadline will result in late charges. See the 'FEES' section for more info.
- Your dog will need a standard leash, properly fitting collar with ID tags, , harness(if applicable), food, and any medication (if applicable) along with instructions attached for their service.
- Any difficulties we have gaining access to your home or retrieving your dog will be sent via text/call. There is a 10-minute grace period we give all pup owners. This means once we have notified you that we have arrived, your dog must be with Paws Day LLC within 10 minutes. We will give a courtesy call at the 5 min mark to owner, we will give another courtesy call at the 10 min mark. If we are unable to make contact with owner or owner is unable to complete pick up/drop off we will have to continue on with the schedule for the day. The daycare charge and any other additional fees will still apply and must be paid. We recommend all dog parents leave a key either in a lock box or with us to avoid hiccups. We ask that owners have your dog and their things ready upon receiving the text with your place in line so we can quickly continue on with the daycare schedule. If PD is required to go back to owner's residence after pick up but before scheduled drop off due to lack of (food/ medication, etc.) quantity or because dog requires something that was not given/ specified to grab and left out in plain sight by the entrance of your home (prior to our arrival for pick up) there will be additional fee. Please see 'FEES' section of booklet.
- You will receive a notification of when we arrive for your dog's pick up and drop off via a third party notification company.
- We recommend not packing anything that could be damaged by another dog. PD cannot be responsible for any damages besides the things we require for you to pack for their boarding stay.
- PD offers to supply food for daycare and boarding stays for an additional fee (Please refer to the 'FEES' section for pricing. If you opt out of the food provided that we offer you must pack enough food for the entire duration of their service to avoid food charges. If PD is required to go back to owner's residence after pick up but before scheduled drop off due to lack of (food/ medication, etc.) quantity or because dog requires something that was not given/ specified to grab and left out in plain sight by the entrance of your home (prior to our arrival for pick up) there will be additional fee. Please see 'FEES' section of booklet.

DAYCARE INFO

- Paws Day LLC puts together a mini activity (Theme Daycare) for the pups while over Monday to Thursday that may consist of food or something fun for the pups to partake in. We send out an email monthly with information on Theme Daycare. Theme daycare is included in full daycare and boarding.
- You will receive 1-2 check-ins per day, letting you know how your pup is doing via a third party app/link. You will have access to message us for more updates anytime and we will get back to you ASAP.
- Paws Day LLC allows clients to request recurring service. This is on a first come, first served basis. In order to lock in for recurring service clients must have an active package for the service they are requesting. In order for service slots to be held you must have an active package at all times. Payment for packages are due the week prior to the end date of the active package in order for your slot holdings to be valid. (if your active package ends on Friday, payment for the next package would be due the Friday prior in order to have your slot holdings to be valid.)
- Paws Day LLC reserves the right to cancel or limit a clients recurring services if their completion rate of recurring days is less than 65% on a package or they have repetitive cancellations/reschedules by owner over a period of time that we feel is fair.
- Please see the 'FEES' section for more info on cancellation fees and time adjustment fees, etc.
- Please see the 'REMINDERS' section for the wear and tear policy.

SERVICE PACKAGES

DAYCARE PACKAGES

Clients who are enrolled in recurring services **payment is due a week prior to the end date of your active bundle**. (if your package is set to end on Friday you must purchase your next package the Friday prior in order to have your slot holdings be valid.)

These credits will never expire unless stated otherwise.

These credits cannot be transferred to any other service, including similar services.

Packages are NOT refundable.

Cancellation fees, on- demand service charges (LESS THAN 24 HOURS NOTICE), and time adjustment fees still apply for packages unless stated otherwise.

Packages with discounts cannot be stacked on top of any promotions we run or any other discounts given.

Once payment is completed you will receive an email with a tracker of the usage of the service credits.

That is where we will also record any cancellations, reschedules, etc.

24-hour notice prior to the start time of daycare service is required for valid cancellation and to avoid fees.

72-hour notice prior to the start time of boarding is required for valid cancellation and to avoid fees.

Any rescheduled credits are automatically applied to the end of your package unless requested otherwise by owner.

BOARDING PACKAGE

These passes CAN be used for 24 hour boards, standard boarding and extended boardings.

These passes do NOT cover holiday services.

If you cancel a boarding while using the boarding pass package you will be required to pay the original deposit price (50% of boarding total) that is normally required for a standard boarding reservation and any applicable cancellation fees.

72-hour notice prior to the start time of boarding is required for valid cancellation and to avoid fees.

Any applicable rescheduled credits are automatically applied to the end of your package unless requested otherwise by owner.

Payment for boarding packages is due 24 hours after invoice is sent to client. Clients wanting to purchase a boarding package to reserve a boarding must pay for the boarding package in full.

These credits will never expire unless stated otherwise.

These credits cannot be transferred to any other service.

Boarding Packages are not refundable.

Cancellation fees, on-demand service charges (LESS THAN 72 HOURS NOTICE), and time adjustment fees still apply for packages unless stated otherwise.

These discounts cannot be stacked on top of any promotions we run or any other discounts given. Once payment is completed you will receive an email with a tracker of the usage of the service credits. That is where we will also record any cancellations, reschedules, etc.

DAYCARE PACKAGE OPTIONS



PAWS DAY

PAW PACKAGES

10
PAW

20
PAW

10 SERVICE CREDITS

ONE FREE CREDIT GIVEN AT
END OF PACKAGE
COMPLETION

CREDITS DO NOT EXPIRE

IF IN PD RECURRING
SERVICE PROGRAM:
GUARANTEED SLOT HOLD
FOR THE FORESEEABLE
FUTURE**

MUST GIVE 24 HOUR
CANCELLATION NOTICE TO
AVOID FEES

ON DEMAND REQUEST USING
PACKAGE MUST PAY ON
DEMAND FEE

CREDITS ELIGIBLE FOR
RESCHEDULE WILL BE
APPLIED TO THE NEXT
AVAILABLE UNLISTED
SERVICE DATE (IF
APPLICABLE)

20 SERVICE CREDITS

TWO FREE CREDITS GIVEN
AT END OF PACKAGE
COMPLETION

CREDITS DO NOT EXPIRE

IF IN PD RECURRING
SERVICE PROGRAM:
GUARANTEED SLOT HOLD
FOR THE FORESEEABLE
FUTURE**

MUST GIVE 24 HOUR
CANCELLATION NOTICE TO
AVOID FEES

ON DEMAND FEE COVERED

CREDITS ELIGIBLE FOR
RESCHEDULE WILL BE
APPLIED TO THE NEXT
AVAILABLE UNLISTED
SERVICE DATE (IF
APPLICABLE)

BOARDING PACKAGE



P D
**PAW
PACKAGES**

15
PAW
5% OFF

15 SERVICE CREDITS

5% DISCOUNT ON PURCHASE

CLIENTS CAN USE FOR 24 HOUR BOARDS, STANDARD
BOARDINGS AND EXTENDED BOARDINGS.

CANNOT USE CREDITS TOWARDS HOLIDAY BOARDINGS

CREDITS DO NOT EXPIRE

IF BOARDING IS SCHEDULE AND CANCELLED BY CLIENT
CREDITS ARE ELIGIBLE FOR RESCHEDULE ONCE STANDARD
DEPOSIT IS PAID.

ON DEMAND FEES, TIME ADJUSTMENTS, AND CANCELLATION
FEES ARE STILL APPLICABLE.

**IF YOUR CURRENT BOARDING PACKAGE DOESN'T COVER YOUR FULL BOARDING REQUEST PAWS DAY LLC WILL GIVE CLIENT THE OPTION TO PURCHASE ANOTHER BUNDLE TO COVER THE REMAINING BALANCE OR WE WILL SEND AN OFFICIAL BREAKDOWN AS WE DO WITH A STANDARD BOARDING REQUEST AND MANUALLY APPLY THE CREDITS TO THE BREAKDOWN. IF YOUR BOARDING CREDITS DOES NOT COVER THE ENTIRE 50% DEPOSIT TO HOLD THE SLOT YOU WILL BE REQUIRED TO PAY WHATEVER IS LEFTOVER DEPOSIT BALANCE AFTER WE APPLY YOUR CREDITS TO THE DEPOSIT WHICH WILL BE DUE WITHIN 24 HOURS OF RECEIVING YOUR BOARDING BREAKDOWN AND INVOICE. YOU WILL ALSO RECEIVE AN INVOICE FOR THE REMAINING BALANCE THAT WILL BE DUE THE DAY PRIOR TO YOUR BOARDING SERVICE START TIMEFRAME.

REMINDERS

During our pick up and drop offs we ask the clients do not approach the vehicle as this can cause overstimulation/overwhelm to the other dogs in the car (i.e barking, lunging at car windows, redirected aggression, potential escapes, etc.)

We recommend that all pup parents take off their doggy bag holder, hand sanitizer, etc. along with supplying a leash that you don't mind getting dirty as we cannot be held liable for the wear and tear that occurs when all the pups are together and romping around. We will do our best to prevent any damage or lost items but we cannot guarantee.

We cannot hold recurring daycare/walk service slots for more than 10 days after their last attended service (excluding weekends). If your pup's time away will be longer than the timeframe mentioned, you will have the option of requesting a temporary slot hold for an additional fee. If you choose not to lock in for the temporary slot hold we will make a note of it and whenever you'd like to start up their service again we can let you know if their original slot is open or what other slots/service options we have available.

Repetitive absences/cancellations over a time period Paws Day LLC assesses to be fair to both parties will result in the cancellation of recurring daycare/walk services by Paws Day LLC. You may still sign up for services by requesting services manually each time.

We reserve the right to cancel a client's recurring service with 2 weeks' notice to the dog owner/client for any given reason.

We reserve the right to deny, end service early, or cancel services if we suspect any dog may be contagious, sick, etc. putting the rest of the PD pups at risk.

We ask that dog owners let us know right away if your dog is experiencing any unusual symptoms or behavior so we may determine if they are cleared to join us for service.

We reserve the right to adjust/update our policy and pricing giving clients a two-week notice before changes take place.

In the case of Paws Day LLC having to cancel services already paid for, you will receive a full refund or credit on the service in question as long as the cancellation is not due to safety concerns, hazards, or destruction from your dog. (this excludes your dog being removed from services due to behavioral problems or safety concerns)

In the event that a refund is given to an owner rather than a credit to future services, please allow 7-10 business days for the refund to be processed by Paws Day LLC.

REMINDERS

Any difficulties we have gaining access to your home to retrieve or drop off your dog will be sent via text/call. There is a 10-minute grace period we give all pup owners. This means that once we have notified you that we have arrived, your dog must be with us within 10 minutes otherwise we will have to continue with our schedule. There will be a charge that is applied and varies depending on the service type and it must be paid to continue service with PD. We recommend that all dog parents leave a key either in a lock box or with us to avoid hiccups.

Owners who are home we ask that you have your dog and their things ready upon receiving our initial 'pick ups have begun' text so we can quickly continue on with the service schedule.

Paws Day LLC reserves the right to cancel a service that's in progress/active or scheduled service(s) and offer an alternative service option (if applicable) in the event, that your dog is unable to continue in a particular service due to behavior problems (aggression to a human or another dog, repetitive unruly behavior, destruction, etc.) If the dog owner has already paid for the service and chooses not to accept the alternative option or we cannot offer an alternative option of service the owner will receive a 50% refund on singular daycare, a 40% refund on remaining service credits in packages, and a 40% refund on the paid 'remaining balance' for boardings (this does not include the deposit, which is nonrefundable or additional fees (if applicable).

Holiday services are a different charge than regular day services. Below you will see a list of services that we qualify as a holidays; the price change will vary:

New Year's Day/New Year's Eve, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve/Christmas Day.

PD is closed for daycare on the following holidays each year unless stated otherwise:

New Year's Eve and New Year's Day
Independence Day
Labor Day
Memorial Day
Thanksgiving Day
Christmas Eve and Christmas Day

WELLNESS POLICY

All dogs are required to be up to date on their vaccinations and a flea/tick medication. PD requires all pups to be vaccinated for bordetella, DHPP/DAPP, Leptospirosis, and Rabies. PD does require proof of vaccinations in the form of a PDF file of the official record or a screenshot of the official record. In order for it to be qualified as a valid document it must show your dog's name, the vet info, and the date when your dog will need their RENEWAL shots. We cannot accept handwritten records. Clients will receive a reminder email from us when their dog's shots are upcoming/expired. If your dog has special circumstances in regard to vaccines, please email us to potentially discuss this further. Clients may use our Vaccine and Medication Submission Page on our website to access the submission link where you can upload your dog's vaccination records. We will also accept vaccination records sent via email to pawsday2019@gmail.com and Paws Day LLC will manually upload the records through the submission link for clients if you are unable to access the link or do not have a google account to submit.

Allergies: In an effort to try to help us prevent mistaking any potential illness with allergies. If your dog has seasonal allergies or environmental allergies we ask for full transparency and to let us know prior to service if they are showing allergy symptoms.

PD Illness Cancellation: Pup parents may reach out to us with less than 24 hr notice prior to service commencing if concerned about the health of their pup (excessive coughing/sneezing/drooling, lethargic, limping, sudden upset stomach/uncontrollable bowels, etc.) to cancel service and they will receive a credit back if applicable. Pup parents must let us know before we arrive to start your service in order for the illness cancellation policy to be valid otherwise our regular cancellation policy will stand and your pup will have to opt out service for the day. The PD illness cancellation rule will require pup parents ensure their dog be in good health and not a safety risk to the other dogs before coming back. Repetitive illness cancellations may result in recurring slots to be relinquished and/or confirmation from vet that your dog is cleared to be around other dogs. Clients that have knowledge of any of these symptoms 24 hours prior to service and do not disclose to Paws Day LLC will not be eligible for reschedule.

Contagious/Exposure Protocol: If your dog is with us or has been with us within 2 weeks and they are confirmed by their vet to have an illness that is contagious we require that you inform us immediately of the exact diagnosis so PD can begin the process of notifying all dog parents that have been over within that two week period of the potential exposure. PD will have to close services the following day after the exposure notice to ensure we can properly notify and disinfect our residence where the dogs stay while in our care. PD reserves the right to close daycare and boarding services for however long we deem necessary in the event of an exposure case if we feel it will keep everyone safe and prevent further exposure. PD reserves the right to require all dogs that were over within the two week period of the exposure to get a check up and a clearance note by vet prior to returning to services with us. Any dogs confirmed contagious their services will be suspended for a minimum of 2-3 weeks to ensure they are back in good health and also MUST have a note from their vet confirming clearance to return to service. Clients will receive any applicable credits for prepaid services.

HEALTH LIABILITY WAIVER:

Dog parents that take their dogs to public dog parks, public dog events, public inside dog gyms, participate in on/off leash dog greetings, dog play dates, or areas where dog traffic is high Paws Day LLC cannot be held liable in the event of your dog getting sick and whatever comes from the sickness, as there is no sure way to pinpoint when/where they came in contact with whatever caused your dog to be sick/have symptoms of sickness. Clients understand that signing up for service with Paws Day LLC means your dog will be in contact with other dogs in the pack who may participate in activities mentioned above and you take full responsibility for your dogs health and care that may be needed in the event of sickness

FEES

boarding time adjustment fee (less than 72 hour notice from start time/during service)	\$20	daycare time adjustment fee (less than 48 hour notice from start time)	\$5
boarding on demand fee (less than 7 days notice from start time)	\$25	daycare on demand fee (less than 72 hours notice from start time)	\$5
late drop fee 6:00-7:00pm (boarding)	\$20	daycare cancellation fee (less than 24 hour notice from start time)	100% of daycare price
boarding cancellation fee (less than 72 hours notice from start time)	40% of remaining balance	daycare holiday pricing (varies)	+\$5
extended boarding services fee	+\$3 - \$5 per day	Cleaning/Damage fee	ASSESSED BY WHAT IS DESTROYED/NEEDS CLEANING
closing boarding services early fee	40% of remaining balance for days incomplete		
boarding holiday pricing (varies on holiday)	+\$5-\$10 per day		

payment late (flat fee)	\$25
unable to gain access to residency/retrieve dog for drop off	\$15 <small>plus any applicable service fees</small>
food (per meal)	\$3.50
return to owners residence (for additional items, etc.)	\$15

CONTACT INFO

website: WWW.PAWSDAY.NET

email: PAWSDAY2019@GMAIL.COM

phone number: 703-457-0031

instagram: [@PAWSDAYLLC](https://www.instagram.com/@PAWSDAYLLC)

TERMS OF SERVICE

This booklet is Paws Day LLC's terms and conditions of Service (the 'Terms of Service') These terms of service are entered into between you (the client/client/dog owner/pup parent/ dog parent) and Paws Day LLC ('PD' or 'Paws Day' or Paws Day LLC' or 'we' or 'us'). Signing up for service with Paws Day LLC/ requesting servicing with Paws Day LLC means that you have read this booklet thoroughly and understand everything mentioned in this booklet. You also agree to the protocol, policies, reminders, rules, etc and agree and abide by everything mentioned in the Paws Day Booklet.