



2024

PAWS DAY BOOKLET

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



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GENERAL INFO

INCLEMENT WEATHER

In circumstances of heavy rain/snow, high heat, or super low temperatures (at PD's discretion). 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.

PD'S ARRIVAL TIME

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.

VACCINES

All dogs are required to be up to date on their vaccinations and a flea/tick medication. 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. You also will receive a reminder email from us when their shots are due. If your dog has special circumstances in regard to vaccines, please email us to potentially discuss this further.

- PD requires all pups to be vaccinated for bordetella, DHPP/DAPP, Leptospirosis, and Rabies. We cannot accept handwritten records.

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GENERAL INFO

DISCOUNTS & CREDITS/RESCHEDULES

We love to give discounts to our pup parents! Any discounts/credits given to dog owners can only be used one at a time and cannot be added to any promo's PD runs. Discounts cannot be applied to holiday services. Once a discount/credit 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; Once applied they cannot be rescheduled/reused again.

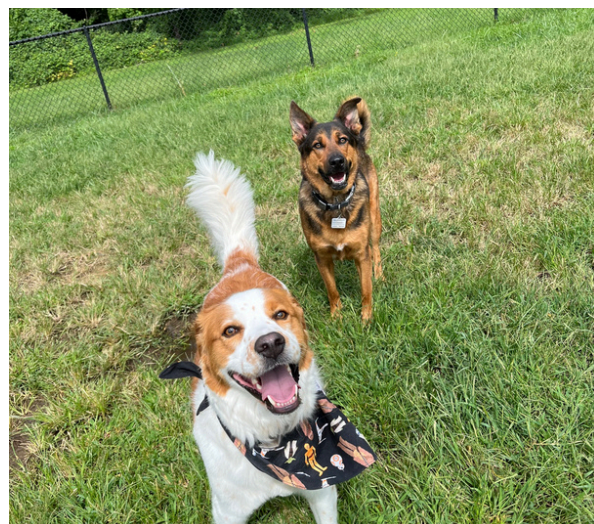
HOLIDAY SERVICES

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. Walks and Daycare services are subject to closures on particular holidays. Please refer to the 'OTHER FEES' section for the increase in holiday pricing and the 'REMINDERS' section for default holiday closures for walks/daycare.

CANCELLATIONS BY OWNERS

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. Below is the notice required to avoid fees.

- 24-hour notice prior to the start time of a walk or daycare service for valid cancellation.
- 72-hour notice prior to the start time of boarding for valid cancellation.



FOOD FORM

LISTED BELOW ARE THE TREATS AND TOPPERS WE USE FOR THE DOGS WHILE IN OUR CARE. WE MAY ADD ONE OR TWO THINGS LISTED BELOW TO A MEAL AND USE THEM IN MODERATION TO AVOID UPSET STOMACHS (TAKING IN ACCOUNT DOG'S SIZE TO PORTION RATIO). YOU MAY FILL OUT OUR FOOD FORM ON OUR WEBSITE WITHIN 30 DAYS OF ONBOARDING WITH US. IF FOOD FORM IS NOT COMPLETED PAWS DAY LLC RESERVES THE RIGHT TO USE ANY DEFAULT TREATS LISTED BELOW

- Plain Chicken
- Plain Flaked Salmon
- Plain Eggs
- Plain Greek Yogurt
- Bone Broth
- Pumpkin Puree
- Peanut Butter
- Shredded Cheese
- Sardines in Water
- Whip Cream
- Brown Rice
- Steward Freeze Dried Beef
- Liver Treats

BOARDING INFO

SERVICE SUMMARY

- 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.
- You will receive a notification of when we arrive for your dog for pick up and when we drop off your dog as well.
- **During boarding services, we typically try to go to a private dog park once where 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. They will also have potty breaks throughout the day in a group setting, a duo walk, and sometimes a solo walk. Theme daycare activities are also included in boardings. Owners may opt out of their dog participating. Please read under our Daycare section for more info on 'Theme Daycare'**
- Your dog will need a **standard 6 ft leash/properly fitting collar, harness(if applicable), and any medication** along with instructions attached for their stay. PD is now offering to supply food for daycare and boarding stays for an additional fee (Please refer to the 'OTHER 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. PD supplies food bowls, water bowls, snuffle mats/slow feeders, beds, crates, toys, blankets, treats, etc.)
- 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 'OTHER FEES' section of booklet.
- 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.
- You will receive 1-2 check-ins per day, letting you know how your pup is doing. You will have access to message us for more updates anytime and we will get back to you ASAP.



BOARDING INFO

THINGS TO NOTE

- PD's hours of operation for boarding pick up and drop offs are 8 am to 4 pm. Dog owners are given timeframes to choose from. We do offer an early bird pick-up option (as early as 6:00 am) for an additional fee and a late drop option (as late as 7:30 pm) for an additional fee. See the 'OTHER FEES' section for more info. (we cannot offer specific times for pick ups or drop offs)
- 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. See last-day charges below:**

A drop off between 8-1:50 pm would be a HALF DAYCARE charge.

A drop-off between 2-4 pm is a full boarding day charge. ([this is our default option](#))

- 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 'OTHER FEES' section for more info.
- [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.
- Timeframes for pick up/drop off are given on a first-come, first-served basis and take into account the PD schedule for that day. We try our best to accommodate if possible and we will send over our availability to see if any timeframes work for you during the service lock-in process.
- 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 'OTHER FEES' section for more info.
- 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 a flat late charge. See the 'OTHER FEES' section for more info.
- Please see the 'OTHER 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

THINGS TO NOTE

- PD's daycare hours of operation are 9 am to 4 pm, Monday to Friday. All pick-ups take place between 7 am to 9 am. Half daycare drop-offs take place between 11am to 1 pm. Full daycare drop-offs take place between 2 pm to 4pm.
- Weekend daycare hours of operation are 10 am to 4 pm, Sat. and Sun. All pick-ups take place between 9 am to 10 am. Weekend daycare is only for full daycare and must be paid in advance to hold a slot. Drop-offs are between 3-4 pm
- 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.
- Your dog will need a properly fitting collar, their harness (if applicable), and food (if applicable) for their time over. PD supplies leash for daycare dogs while over and will bring for their pick up and drop off (unless enrolled in PD leash program). Clients who meet PD for pick up will be required to have their own leash in hand for hand off. PD supplies food bowls, water bowls, snuffle mats/slow feeders, beds, crates, toys, blankets, treats/toppers, etc.) PD may also supply dog food for an additional fee.
- You will receive 1-2 check-ins during their daycare service, letting you know how your pup is doing. 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 bundle for the service(s) they are requesting. In order for service slots to be held you must have an active bundle at all times. Payment for bundles are due the week prior to the end date of the active bundle in order for slot holdings to be valid. (if your active bundle ends on Friday, payment for the next bundle would be due the Friday prior in order to have your slot holdings to be valid.)
- Our daycare schedule typically consists of us going to a private dog park where 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 each day. They will also have potty breaks throughout the day in a group setting or a duo walk, and sometimes a solo walk.

DAYCARE INFO

THINGS TO NOTE

- 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 us within 10 minutes otherwise we will have to continue on with our day. The daycare charge 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 'OTHER FEES' section of booklet.
- Payment for daycare services is due once dog owner request the service(s). PD will place a 24 hour hold on daycare/walk slot but in order to officially lock in for service, payment must be received. If payment is not received within pending hold timeframe the slot will be opened back up for other dog owners and any applicable fees must be paid. Please see the 'OTHER FEES' section for more information.
- Please see the 'REMINDERS' section for the wear and tear policy.

THEME DAYCARE

- Theme daycare consists of a mini activity for the pups while over. It may consist of food that we send out prior via email. If a response for options is needed it will be included in the subject line of the email. Theme daycare is included in full daycare and boarding.



WALK INFO

THINGS TO NOTE

- PD's walk services come with a summary of the walk that will be sent to your email and/or phone. It'll include a walking route, potty status, notes, and any photos we take during our time out. Your dog should have a properly fitting collar, and harness (if applicable) PD supplies leash for midday group walk dogs while in our care. We will bring for their pick up and drop off (unless enrolled in PD leash program in which it will be at your home). Clients who meet PD for pick up will be required to have their own leash in hand for hand off.
- PD's goal is to be able to bring our pups in the pack together in various ways, with the high demands of similar walk times during the middle of the day we have introduced the MIDDAY GROUP WALK. This means if you are requesting a walk between 11 am-1 pm your dog will be with any other dogs that also have a service set during that timeframe. **We still offer solo walks, however, we cannot accept any midday solo walk requests during the time frame mentioned above.**
- In order for your dog to participate in the midday group walk, they must be able to get along with the other PD pups that also join us on the group walk and have basic leash manners (i.e. responsive to name, knows how to sit when asked, isn't putting any of the dogs or dog walker at risk due to their behavior). If we evaluate or run into a problem where your dog is having trouble with another dog in the pack or is compromising the safety of the pack overall, all parties will be notified and the pup parent whose dog is the initiator/ safety concern will receive a behavioral note depending on the circumstances/severity. Each dog will receive up to 3 behavior notes before PD asks the owner to explore the solo walk option for a different time frame. Your dog will be eligible to try out group walks again after a 12-week period.
- **For solo walks:** Our walk clock starts once we arrive for your pup we recommend putting their leash, harness, etc. in a visible area so that we can use the majority of our time outside venturing.
- **For group walks:** Our walk clock starts once all the dogs are together and we begin our walk. The group walk will take place starting sometime between 11 am-1 pm. Once the walk is over we will begin drop-offs for the midday group walk. You will receive a notification once they're home.
- **For group walks and solo walks:** 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 us within 10 minutes otherwise we will have to continue on with our day. The walk charge 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. Owners who are home we ask that you have your dog ready prior to our arrival so we can quickly begin our walk.
- Payment for daycare services is due once dog owner request the service(s). PD will place a 24 hour hold on daycare/walk slot but in order to officially lock in for service, payment must be received. If payment is not received within pending hold timeframe the slot will be opened back up for other dog owners and any applicable fees must be paid.

WALK INFO

THINGS TO NOTE

- 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 bundle for the service(s) they are requesting. In order for service slots to be held you must have an active bundle at all times. Payment for bundles are due the week prior to the end date of the active bundle. (if your bundle ends on Friday, payment for the next bundle would be due the Friday prior in order to have your slot holdings to be valid.)
- Please see the 'ADDITIONAL FEES' section for more information.
- Please see the 'REMINDERS' section for the wear and tear policy.



SERVICE BUNDLE OPTIONS

We are so excited to have you in the PD Pack! We currently offer a Bundle Program which allows you to get a discount on our walk or daycare services when you buy in bulk. Please see the below the current options we are offering. Also, keep in mind these notes when it comes to PD Bundle Options:

You cannot mix and match services in a bundle, it must be all the same service. (i.e all full daycare or all half daycare) Payment is due the day **before** the bundle start date or prior to be valid for clients who are not enrolled in recurring services. Clients who are enrolled in recurring services **payment is due a week prior to the end date of your active bundle.** (if your bundle is set to end on Friday you must purchase your next bundle 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. Bundle Packs are not refundable. Bundle Packs are not transferrable. Cancellation fees, on-demand service charges (LESS THAN 24 HOURS NOTICE), and time adjustment fees still apply for bundles. 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.

24-hour notice is required to cancel a walk or daycare service to avoid cancellation fees. If 24-hour advanced notice is given you may reschedule a prepaid walk or daycare service. Any rescheduled credits are automatically applied to the end of your bundle pack unless requested otherwise by owner.

PD BUNDLE OPTIONS

5% OFF

10 PACK

Purchase a 10 service bundle of our daycare or walk services.

7% OFF

20 PACK

Purchase a 20 service bundle of our daycare or walk services.

BOARDING BUNDLE OPTIONS

We have recently added in a NEW bundle option! We currently are offering a Boarding Pass Bundle Option which allows you to get a discount on our boarding services when you buy in bulk. Please see the below the current options we are offering. Also, keep in mind these notes when it comes to PD Boarding Pass Bundle Options:

These passes do NOT cover holiday services. These passes CAN be used for extended boardings. If you cancel a boarding while using the boarding pass bundle you will be required to pay the original deposit price that is required for a standard boarding service lock in and any applicable cancellation fees. Payment is due **PRIOR** to being able to lock in a request for a boarding service to be valid. These credits will never expire unless stated otherwise. These credits cannot be transferred to any other service. Bundle Packs are not refundable. Bundle Packs are not transferrable. Cancellation fees, on-demand service charges (LESS THAN 7 DAYS NOTICE), and time adjustment fees still apply for bundles. 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.

72-hour notice is required to cancel a boarding service to avoid cancellation fees. If 72-hour advanced notice is given you will receive your boarding credits back once deposit that is required for a standard boarding service lock is paid.

PD BOARDING PASS OPTIONS

5% OFF

15 PACK

Purchase a 15 day bundle of our BOARDING services.

7% OFF

25 PACK

Purchase a 25 day bundle of our BOARDING services.

OTHER FEES

These fees listed are fees that may be applied if applicable to service and circumstances.

boarding time adjustment fee (less than 72 hour notice from start time/during service)	\$20	daycare/walk time adjustment fee (less than 24 hour notice from start time)	\$5
boarding on demand fee (less than 7 days notice from start time)	\$25	daycare/walk on demand fee (less than 72 hours notice from start time)	\$5
early bird fee 6:00-7:00am (boarding)	\$15	walk cancellation fee (less than 24 hour notice from start time)	50%
late drop fee 6:00-7:30pm (boarding)	\$20	daycare cancellation fee (less than 24 hour notice from start time)	50%
boarding cancellation fee (less than 72 hour notice from start time)	40% <small>of remaining balance</small>	extended daycare fee (drop between 6-7pm)	N/A
extended boarding services fee	+\$3 -\$5 <small>Per day</small>	daycare/walk holiday pricing (varies)	+\$5-\$10 <small>per day</small>
closing boarding services early fee	40% <small>of remaining balance for days incomplete</small>		
boarding holiday pricing (varies on holiday)	+\$5-\$10 <small>Per day</small>		

payment late (flat fee)	\$25	Replacement leash fee	\$25
unable to gain access to residency/retrieve dog for drop off	\$15 <small>plus any applicable service fees</small>	Unreturned leash fee	\$15
unable to gain access to residency/retrieve dog for pick up	\$15 <small>plus any applicable service fees</small>	Cleaning/Damage fee	ASSESSED BY WHAT IS DESTROYED/NEEDS CLEANING
food (per meal)	\$3.50		
return to owners residence (for additional items, etc.)	\$15		

F.A.Q

1. **How many dogs does PD take at a time?** PD tries to keep our number of dogs under 8 combined when it comes to all the services in-house that we offer (boarding and daycare). During the busy season/holiday season the number does fluctuate. With our 5+ years of dog handling experience, we are confident in our ability to handle the dogs we work with as they all go through an evaluation period. We also take into account all the dogs' personalities, temperaments, etc. when looking at our schedule and seeing what is safe, comfortable, and appropriate prior. If we are on the higher end when it comes to the number of dogs in our care we will break our outings down into smaller groups.
2. **Will my dog need a bed or a crate when spending the night?** No, your pup does not need to pack a bed or bring its crate with them. We supply dog beds and blankets and we have crates if needed.
3. **Where do the pups sleep?** PD has a dog room within our residency with dog beds, blankets, etc. They may sleep in the pup room but also have the option to sleep anywhere in the home as long as they aren't showing signs of marking or destructive behaviors, and are potty trained.
4. **Do I need to pack toys?** No, PD supplies toys. We have various types of toys so they all can have fun. We highly recommend not packing any toys as the other pups may show interest in the toy(s) and we cannot guarantee they will not try to destroy it. We cannot replace any toys you choose to pack if they are destroyed/lost.
5. **Are all the pups that PD works with vaccinated?** PD requires all the pups to be up to date on their vaccines and on flea and tick medication/remedies.
6. **How does PD handle tiffs between the dogs?** We do our best to ensure the dogs have a great time together while in our care, however, in the event that the dogs have a quarrel PD will immediately separate the dogs involved from each other and the rest of the dogs so they can calm down. Dog parents are notified of the event and consulted. Our default method is we reintroduce them on leashes in a spacious area with a gate, at a distance, to see how they respond. If the reunion goes well we will proceed forward slowly and closely monitoring them. For the remainder of their stay after the tiff, they will not be left alone due to safety reasons. We will continue to evaluate them over future services and keep a note of any dogs that have disagreements. In the event, the reintroduction doesn't go well, we will evaluate if there is an aggressor and discuss with the parents what PD feels is the best option. We reserve the right to cancel or shorten a service if your dog is jeopardizing the safety of anyone.
7. **Have you worked with pups with special needs?** Yes, we do have experience working with dogs that have special needs, medical disorders, and senior dogs. We require to have a conversation with the dog owner prior to any service taking place so we may get a detailed summary, notes, and tips so we can ensure we keep your dog safe. We also like to have check-ins with the owner throughout the year to ensure we are all up to date.
8. **Can pup parents request specific times for pick up and drop off for daycare?** Unfortunately, we cannot offer a specific time for pup parents as we have to take into account various factors when it comes to picking ups/drop-offs, including but not limited to the proximity of dogs from one another.

REMINDERS

- **For new daycare/boarding clients:** Your dog must go through a trial 1/2 daycare period. All daycare protocols/policies still stand for this process. Your dog will be either the first or second pick-up of the morning to ensure they can adjust to meeting the rest of the pups one at a time.
- We recommend that pup parents not pack anything outside of what Paws Day LLC requires or that your dog needs for service (i.e medication). Paws Day LLC cannot be held liable for any damaged items that are packed and not required for their dogs service.
- We cannot hold recurring daycare/walk service slots for more than 15 days after their last attended service (including 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. To note: repetitive absences 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.
- Bundle credits cannot be transferred to any other service, including similar services. Bundle Packs are **not** refundable. Cancellation fees, on-demand service charges (LESS THAN 24 HOURS NOTICE), and time adjustment fees still apply for bundles. These discounts cannot be stacked on top of any promotions we run or any other discounts given.
- 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 you 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 one month 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 (CONTINUED)

- 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 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 'pickups have begun' text so we can quickly continue on with our 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 100% refund on singular walks/daycare, a 40% refund on remaining service credits in bundles, 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).
- PD's wear and tear policy AND cleaning fees are as follows: Anything that is outside of normal wear and tear or minor potty accidents will be an additional fee. The fee is dependent upon what is damaged/needs to be replaced. (potty accidents that don't require professional 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, home, etc. DO NOT QUALIFY as normal wear and tear.)
- **Dog parents that take their dogs to public dog parks, public dog events, public inside dog gyms, participate in leash greetings, or dog play dates:** 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.
- Holiday services are a different charge than regular day services. Below you will see a list of services that we qualify as a holiday and 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 on the following holidays each year unless stated otherwise :

1. New Year's Eve and New Year's Day(**closed for walks and daycare**)
2. Labor Day and Memorial Day (**closed for walks and daycare**)
3. Thanksgiving Day (**closed for walks and daycare**)
4. Christmas Eve and Christmas Day (**closed for walks and daycare**)

WELLNESS POLICY

- **PD Vax Safety:** Pup parents will be notified at least a month prior to their vaccinations expiring to give time to set appointments. Once the vaccinations expire your dog will not be eligible for service until you update their records with us and they are approved, regular vaccine policy still applies. PD will require pup parents to keep their dog home for 24 hours after your dog receives updated vaccinations to ensure they do not have side effects or any other concerns that could be mistaken for anything. To avoid cancellation fees, Your dog must not be showing any side effects/symptoms prior to return. If your dog does have any side effects/symptoms they will be placed on a 3 day service hold and must be free of symptoms for 3 whole days before they can resume services with Paws Day LLC. You may opt in for a solo walk if service is still needed. Failure to follow the new PD Vax Safety rule and not keeping your dog home for the minimum 24 hours after receiving vaccinations will result in a suspension of services and/or forfeit of recurring service slots held if applicable.
- **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 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 still have to sit 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.
- **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 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 to ensure we can properly notify and disinfect our location 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.

Dog parents that take their dogs to public dog parks, public dog events, public inside dog gyms, participate in leash greetings, dog play dates, or allow any type of interaction with other dogs/animals: 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.

PD LEASH PROGRAM

- To qualify for PD Leash program you must be a Longterm recurring daycare/walk client. For long-term recurring daycare/walk clients your dog must attend more than one service day a week and maintain attendance for 5 months of recurring service to qualify for program
- Paws Day LLC will supply PD leashes to qualifying recurring daycare/walk clients for them to keep at their residence. Their dog(s) will need this leash for all services with us.
- For remaining clients that aren't in the PD Leash Program your pup will still use the same leash as the rest of the pack while in our care. We will bring this leash for pick up , use during service and upon drop off we will take leash with us. If meeting in a public/open area client must bring their own leash for pick up and drop off so dog may be safely handed off.
- The first leash each qualifying recurring daycare/walk client gets will be their 'intro' leash. This leash is free.
- If a recurring daycare client or frequent boarding client loses or severely damages their intro leash they may request another leash. This first replacement leash will be free.
- If clients needs a new leash after their free replacement leash they will be required to pay for any new replacement leashes after due to loss or severe damage to leash while with the client.
- Paws Day LLC will replace any clients PD leash free of charge if their designated leash is severely damaged or loss while in our care.
- Paws Day LLC will replace any clients PD leash free of charge if we assess that there is sufficient wear and tear that wasn't caused by client or client's dog biting/destroying leash while with client.

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, and rules and will abide by everything mentioned in the Paws Day Booklet.

**Thank
you
for being
a part
of the
PAWS Day
Pack!**

