

PupEase Facility Visit Policies as of April 1, 2023

General

PupEase does not breed-restrict and will take any healthy, non-aggressive dog (even those who are intact) if they pass their trial visit.

Pets will only be released to the known owner(s) unless prior arrangements are made.

“Trial Visit(s)” must be conducted prior to initial booking. These “trial visit(s)” provide an opportunity for visiting dogs to meet our dogs (and potentially other visiting dogs) individually without their owner present. This process is vital to ensure all pets are happy and safe once official bookings begin. These “trial visit(s)” do not always predict every potential issue that may occur, but they help with a vast majority.

Dogs who do not attend on-site visits with PupEase for more than 3 months may need to be re-evaluated upon request of PupEase based on prior behavior before being allowed to book overnight care. This re-evaluation day will be at the price of a day of daycare.

Owner’s full name, owner’s address, and preferred veterinarian information are all required prior to booking.

Toys or other possessions may be damaged, lost, or destroyed while at PupEase’s facility. PupEase is not responsible for items from home that do not return home in the same state or at all. Staff will do their best to communicate with owners regarding which objects may have been damaged, and unless approved by the owner ahead of time, dog’s personal possessions will be kept for their individual play or quiet time.

Dogs from separate families will never share a private space (room, crate, other) without the supervision of a human. Dogs from the same family will share a private space unless owners request otherwise.

Crates of many sizes are available upon request. These crates are cleaned between stays and may help prevent the hassle of bringing a crate from home.

Due to the home-based nature of this facility, dogs may be left alone (in their private, secure spaces) in the event of an emergency, appointment, or other. Dogs will always be well-exercised, given a chance to potty, and ready for a nap prior to being “tucked-in” to their private spaces.

Updates will be provided at least once per day (evening/night) once all the festivities have ended for the day. Efforts to send more updates will be made. Owners are always able to check-in and receive a current update upon request.

Dogs may get dirty while playing outside with other dogs. Efforts will be made to prevent dogs from digging, rolling in anything, or getting dirty in other ways, but all dirt cannot be avoided. Efforts will also be made to clean dogs as much as possible before going home. Baths are available upon request for an additional fee. Taxiing to a local groomer is also available upon request for the taxiing fee (see below).

Safety

All drop-offs to PupEase’s facility **MUST** be human-to-human. Dogs are not allowed to be left unattended even for a moment, and they should be leashed when not in a fenced area.

Leashes and collars and/or harnesses must be sent with all dogs to each booking in case of emergency evacuation or injury.

Collars and/or harnesses may be put on or removed by staff throughout the day depending on dogs’ play styles.

Chew toys brought from home are only permitted in dogs' private, secure spaces.

Dogs should be comfortable with cats and other dogs of all sizes. Dogs of all sizes may be in the same space during full group play or quiet/rest times. Due to this, unhealthy/unrestricted prey drives are expected to be discouraged at home. If a dog sees a small dog or cat as prey and pursues them as such, they will be unable to return for visits to PupEase.

For the safety of all dogs, resident cats, and staff, dogs must know the following commands:

- "Sit"

- "Wait/Stay"

- "Off"

- "Leave It"

- "Quiet"

- "Gentle/Easy"

- Recall (coming when their name is called)

Depending on a dog's behavior if they do not know the above commands, the dog may be required to be in the "learners" group at that rate. It is expected that owners agree to work on these commands at home to help reinforce what their dog(s) learn at PupEase. Dogs will not be added to the "mentors" group at that rate until these commands are reliably performed at daycare without owners present.

"Scholars" are dogs who prefer naps and quiet to the activities of daycare, and so they may be exempt from knowing the required commands at the discretion of PupEase staff.

Health/Vaccinations

ALL ongoing or recent (within 1 year) significant illnesses/symptoms/spells/episodes should be reported to PupEase. These generally will not prevent booking, but this information is vital to make sure the dogs stay safe away from home. Sometimes illnesses reoccur and knowing beforehand helps prevent any major issues or unnecessary vet visits.

We require veterinary proof of Rabies, Bordetella, and Distemper/Parvo vaccinations for all dogs. Dogs with medical exemptions may be approved for care with written or verbal proof from the veterinarian's office. (For verbal proof, staff from PupEase will call the veterinarian's business line.) It is understood that despite vaccinations, sometimes illnesses do occur, and PupEase is only liable for such illnesses in the event of negligence on PupEase's part.

Pets exhibiting signs of illness, pets with contagious viruses, or pets with any other potentially transferable diseases/sickness will not be allowed to stay for visits at PupEase. If a dog is currently at the facility when illness occurs, they will be isolated while a plan of action is created with the dog's owners.

Dogs are expected to be on a monthly flea and tick preventative and should be free of fleas upon arrival. Any dog entering the facility with fleas and/or ticks will be charged a \$25 bathing fee + \$5 for a Capstar pill, which will be added to the booking's invoice.

All prescription medications and supplements should be provided in their original containers whenever possible. If not possible, discuss this prior to the pet's stay. We will follow the instructions prescribed by the veterinarian. Prescription medications can be included/mixed in with prepackaged food ONLY IF PupEase is notified prior to drop-off so that we can ensure the pet properly receives their medications. We will gladly administer any medication for free, unless administration poses a challenge or a risk, at which point a nominal charge of \$0.50 per administration will be applied.

Due to the nature of how dogs play, injuries may occur. All injuries will be cleaned, monitored, and reported to the pet's owner immediately. Photos of injuries will be provided to owners upon request and kept on file.

at PupEase. Emergency injuries will be reported to the owner while the pet is being taken to the preferred emergency clinic. Any serious injuries or attempted aggression towards another dog or person will be grounds for dog dismissal.

Intact dogs are allowed to attend PupEase. If their behavior becomes bothersome or dangerous with other dogs, they must spend more time in their private space to prevent any issues with other dogs. If their behaviors are ongoing and dangerous, they will be unable to visit PupEase until they are no longer intact and pass another trial visit. Female dogs who are "in-heat" are NOT permitted to stay at PupEase for the safety of themselves and the dogs around them.

Anxiety - PupEase frequently works with dogs who may have anxiety. Our staff works diligently to help dogs stay under threshold and dogs may receive more individual rest time to help self-regulate. If a dog's anxiety is such that it is having trouble getting under threshold, widely available and safe calming treats, tinctures, or supplements may be provided to the dog to try to help its experience. Notify PupEase if you need to limit any treats, ingredients, etc. prior to boarding to ensure all needs are met appropriately.

Feeding

We recommend that all pets remain on their current diet while visiting. We are happy to accommodate dogs who are on a raw or other special diet.

Please either provide:

- detailed instructions on feeding (including amount fed and how often) with unportioned food
- enough food for the stay in pre-packaged zip-top bags per meal

If enough food is not provided, high-quality dry dog food will be fed following the feeding guidelines on the label for \$1/cup.

Allergies/Conditions - You MUST disclose food allergies, restrictions, etc. in PupEase's client portal to make sure all staff are aware of your pet's needs. If you have an allergy at home (peanuts, shellfish, etc.), please also disclose this so that we prevent your dog from consuming a treat which might cause a human reaction once the dog returns home.

Fees

Overnight visit charges begin on the day of drop-off regardless of time.

Due to the nature of being a home-based business, pick-up times and drop-off times must be agreed upon prior to arrival. For any changes or questions, please contact PupEase staff at 615-956-2949.

Overnight visit pets picked up by 10am are not charged a daycare fee for that day. Pets picked up after 10am and before 6pm will have a daycare fee added to their booking.

All visiting pets picked up before 7am or between 6pm-8pm will be charged an extended hours fee. No pick-ups or drop-offs will be permitted after 8pm unless prior approval is given.

During peak times and holidays, there is an additional charge added per day.

Dogs who urinate in the house will be subject to a \$5/day for daycare and \$10/night for boarding for paper products and cleaning supplies.

For your convenience, we accept Visa, MasterCard, American Express, debit cards, cash, check, Venmo, PayPal, Zelle, and Cash App.

Late fees: Balances may be paid within 7 days of the invoice date, and fees left unpaid past 7 days will be subject to late fees (\$25 on the day after the due date, \$25 additional each 7th day following).

Payment Policies for Non-Members:

For recurring weekly daycare visits, invoices are sent out on Friday or Saturday, and are due by the following Wednesday.

For non-recurring visits, once all visits on the request have been completed, an invoice will be sent to the owner. Payment should be made within 7 days, and due dates will be provided on the invoice.

Non-refundable 10% deposits are required to secure non-member bookings (25% for holidays and peak times). Please refer to the calendar for more information.

Taxiing is available upon request. Pick-up and Drop-off to and from daycare is available for \$3.00/trip for 10mi or less. Boarding pick-up and drop-off are free within 10 miles. For taxiing over 10 miles or taxiing without other services, the rate is \$0.66/additional mile.

Payment Policies for Members:

For recurring weekly daycare visits, members have the option to be billed monthly. The default monthly billing date is the last visit day of the month, with the invoice being due within 7 days after the last visit.

For non-recurring visits, members have the option to be billed monthly. Visits will be added together into an invoice by the month, and the invoice will be due on the 7th day following the last visit for the month.

Currently, deposits are not required for members.

Taxiing is available upon request. Pick-up and Drop-off to and from daycare is available for \$2.50/trip for 15mi or less. Boarding pick-up and drop-off are free within 15 miles. For taxiing over 15 miles or taxiing without other services, the rate is \$0.66/additional mile. (Members have an extended radius and grandfathered rate.)

Cancellations:

Early departures and no-shows are still charged the full amount for holding the space at PupEase's discretion. Due to our limited size, "last minute cancellations" would have a substantial impact.

For Boarding cancellations:

- with more than 1 week's notice → 10% non-refundable deposit to confirm boarding *(25% for peak times)*
 - with less than 168 hours' (1 week's) notice → 25% of the booking fee *(50% for peak times)*
 - with less than 72 hours' (3 days') notice → 50% of the booking fee *(75% for peak times)*
 - with less than 24-hours' (1 day's) notice → 75% of the booking fee *(100% for peak times)*
- will be charged at PupEase's discretion.

Required for booking:

- photo release
- veterinary release
- submission of vaccination information
- completing profile in PupEase's client portal