



# House Rules

## General Care

- All pups need to be up-to-date on **Rabies, Bordetella, and DHPP** vaccines.
- Dogs should arrive healthy and free of fleas, ticks, or contagious illnesses.
- Let us know about any allergies, medications, or special needs so we can give the best care.
- We welcome all breeds, but dogs must be comfortable around people and other pups. For everyone's safety, overly aggressive behavior may mean your dog can't stay or play.

## Boarding

- Please schedule drop-off and pick-up times so we can keep things running smoothly.
- Bring enough food for your dog's stay, labeled with feeding instructions.
- Medications should be labeled with clear directions.
- Cancellations made the same day are eligible for a **50% refund**.

## Doggy Day Care

- Arrive and pick up on time to help keep group routines calm and consistent.
- Daycare dogs are required to be crate-trained for safe, cozy rest times if needed.
- Let us know about any new behaviors (good or bad!) before drop-off.

## Puppy Play Groups

- Puppies need to have their **Rabies, Bordetella, and DHPP** shots to join.
- Puppies are still learning how to play and little scratches or nips can happen.
- If your pup is too nervous or gets too rough, we may separate them or ask you to pause participation until they're ready.

## Training (Private & Group)

- Training works best when you practice at home, so we'll send homework!
- For group classes, all dogs must stay on-leash and under control.
- We can't guarantee behavior outside of training sessions, but we'll give you tools for success.

## Grooming

- Our grooming is limited to **nail trims, short hair baths, and brush-outs** (not full-service grooming).
- Quicking nails or removing mats can sometimes cause minor discomfort. We'll always be as gentle as possible.
- If your dog can't be handled safely, we may stop the grooming session for their well-being.

## Emergencies & Safety

- We take every precaution to keep dogs safe and happy, but play with other dogs always carries a small risk of bumps or scratches.
- In case of emergency, we'll take your dog to the **nearest vet**, and you'll be responsible for any vet bills.
- It's recommended (but not required) to give us a backup contact in case we can't reach you right away.