Doggy Daycare Rules

**Onboarding**
We do have a process for onboarding.
New playdate dogs and the behaviour assessment is our first step.

We ask clients to come down on a **specific date and time** and let their dog meet one of our more well-mannered playdate dogs.
During this we will see if there are any underlying behaviours we need to be concerned about.

This doesn't mean we expect dogs to have the best behaviour it's just a boundaries and safety check.

For example are they food or toy reactive and can they give and take in play so that boundaries aren't crossed.

**When you arrive Stacey will assess the dogs behaviour through social interaction, food and toy play.**

-We start by taking a walk around in our outdoor space side by side with dogs on the opposite sides to each other and lead on. No interacting yet!
 so that the initial HYPE is more diminished and your dog can make better decisions.

-From here we walk side by side and let the dogs sniff and communicate but not play yet

-Dogs will now be given the opportunity to take some treats from the trainer and then forage carefully to see if guarding shows (the dog under assessment will have the lead on and in hand and then dropped)

- Dogs will now have some toys amongst them to see if any guarding shows. (the dog under assessment will have the lead on and in hand and then dropped)

-Now that the dogs are a little more relaxed we can both drop our leads and let them interact without interference.

-We do leave the leads on so that we can always have control over an interaction. We don't usually need them, However its part of our safety protocol.

-We will also offer them to check in and receive a reward so that they don’t end up over stimulated.

**A few notes for the owner regarding the assessment-**

1) you and your dog may get dirty so please don't come in your best kit.

2) Your dog’s lead will get wet while dragging around.

3)bring a handful of treats to help your dog feel more at ease if nervous and to help your dog check in with you during play (this helps keep them at a level of arousal and not going overboard on their first interaction)

4) If you do not want to listen to the advice of the behaviourist or follow the process above please do not attend. please know you are welcome to leave at any point, abuse and ignorance will not be tolerated.

**Day care bills**

• All invoices are sent on a monthly basis and are due within 2 weeks from the day they are sent.

• 1 reminder will be sent after the 2 weeks.

• failure to pay after reminder will result in your dog not being able to attend and debt collectors being contacted.

**Food**

• We feed dogs the chicken or snapper ‘prime 100’ pantry option and salmon or beef and vegie ‘nature’s own option’ during training sessions.

• If your dog is on a specific diet we must be made aware and you will need to provide said dietary food.

• If we are not made aware we will not be held liable for any upset tummies or veterinary visits

**Pick up and drop off by Mutts Transport**

• dogs must have a collar or harness at all times.

• dogs must be easily reachable or we will not collect the dog

• dogs will be buckled or tethered in on all drives.

• accidents & breakdowns, any accidents or breakdowns will be notified to owners as soon as safely possible and appropriate measures will be taken to get dogs home safe

**Drop off and pick up by owners**

• Owners Who prefer to drop off their dog are welcome between 8:45am and 9:00am

• Owners who prefer to pick up there dogs are welcome to between 4 and 4:15pm

• One of our friendly staff will be waiting with dogs for pickups for up to 15 minutes after finish time.

• Anyone later than 15/20 minutes will be charged 30ph until the dog has been collected.

• The dog will be safe with a Trusted Carer or trainer until collected

• If you have advised late. other arrangements will be made. Please just let us know.

 **If dogs are too rough or consistently rude and lack boundaries.**

**1-** After their first attendance

 We do let owners know what we see, how we have handle it and if we need assistance from owners at home to help these boundaries flow from one place to another through written advice.

**2-** After the second attendance

If behaviours are still predominant we keep the dog in “leash jail”
(this is either a short training lead or long line so we can pull up any bad behaviours strait away! By pulling them out of the situation and redirecting their behaviour to a toy of food. We do let owners know and provide written hand over advice.
(they also get lots of treats for good behaviours so that they learn what we like and don’t feel punished the whole time )

**3-** After the third attendance-

If behaviours persist at an alarming rate we will not allow dogs back for a 4th attendance and we will offer some 1.1 services.

**Rough play**

At daycare dogs Play! And even though we keep a close eye on them and try to keep play at a good arousal level to avoid bites sometimes they can get hurt. Some dogs also play a little more rough or get a little more excited than others and cause unintentional harm with claws, body bashing and teeth.

We do advise that zombies happen! During zoomies dogs can get run over
We do advise that all dogs have teeth and sometimes they use them to play and unfortunately they can get hurt.

**Snippy dogs**

1. Any serious snaps will not be tolerated and owners will be notified.
2. dogs will get 3 warnings for untoward behaviour and may end up in harsh leash jail
(this is where the dog will be on lead with a trainer at all time and no play with dogs will be aloud. Interaction and learning how to stay calm will be applied to the dog through positive reinforcement)
3. The third warning. After all appropriate measures being taken dogs will be banned from attending daycare until owners have had the chance to modify this behaviour.
(1.1services will be offered)

**Dog Bites**
1. Any bites with the intent to cause harm will not be tolerated.

* Dogs will be separated from the group instantly
* The aggressor will be placed in a size appropriate cage and given time to calm. The aggressor will also receive some enrichment puzzles and training games by our professional trainer so that we can change the behaviour and introduce new things to mentally help the dog who is not in a good state of mind.
* While the aggressor is caged we will assess the damage physically and mentally to the victim
* For grazes we will provide medical assistance and contact both owners

Severe bites -
* Any dogs with punctures or tears will be taken strait to our veterinary provider ‘Hamilton Vet Care’ or to your veterinary provider if known, located in town and if they are available.
* Both the aggressor and the victims owners will be contacted ASAP! but both dogs wellbeing come first so please be patient.
* Medical bills associated with this incident will be passed on to the aggressors owner we will not be held liable for your dog’s behaviour. We are trained to offer play time and maintain a level of arousal. If your dog has aggressed over an underlying behaviour problem the aggressor owner will be held accountable.
* The the dog who aggressed will be banned and 1.1 type services will be on offer to help modify this unwanted behaviour.