



## WELCOME EVERYONE!

We are excited to welcome your pups to participate in our new WOOF! Daycare! Our WOOF! Hosts are going to have fun with enrichment activities and play time while also having some additional add-ons you can decide to add to their daily experience! Disclaimer: WOOF! Spa is not a full service grooming service. It is an add-on service to their current every day "cuteness" and all inquiries can be directed to a WOOF! Host on the day of daycare!

Below is what to expect for your pup's daily schedule, costs, WOOF! Daycare Policy and Procedures and lastly, a Waiver and Release of Liability Form that needs to be signed and brought to your first day of Daycare! Please have this ready and bring a copy of your dog's current vaccination records (we will keep them on file) while coming a few minutes early for questions and we will see you all there!

See you soon!

*WOOF! Daycare Staff*



## SCHEDULE

WOOFI DAYCARE SCHEDULE	TIMES	ACTIVITIES
<b>Arrivals/Drop Off</b>	6:30am-8:00am	Check in, Belongings into cubbies, wait to go into playtimes. Punch cards, Payment taken.
<b>Morning Enrichment</b>	8:00am-11:30am	Potty Breaks, Supervision Training time! Agility, Canine Conditioning, Massage, Chiro
<b>Individual Needs</b>	11:30-12:00pm	Feeding, medication, snacks, special needs items.
<b>Nap Time</b>	12:00-2:00pm	Lights Out! Soothing Music CAGE FREE down time!
<b>Afternoon play &amp; Enrichment</b>	2:00-4:30pm	Potty Breaks, Supervision
<b>Individual Needs</b>	4:30pm-5:00pm	Dinnertime, medication, tidy up
<b>Pick Up</b>	4:00pm-6:00pm	Clients Daily Report Cards
<b>Late Fee</b>	\$1.00/Minute	

## PRICES

WOOFI DAYCARE COSTS	DAILY	MONTHLY (1x a wk 30 days)	MONTHLY (2x a wk 30 days)	MONTHLY (3x a wk 30 days)
<b>One Small Dog</b>	\$25	\$95*	\$195	\$295
<b>Two Small Dog</b>	\$40	\$155*	\$315	\$475
<b>Three Small Dog</b>	\$60	\$235*	\$475	\$715
<b>One Medium Breed Dog (25-35 lbs max)</b>	\$34	\$131*	\$267	\$403
<b>One small &amp; One Med Dog or Puppy</b>	\$55	\$215*	\$435	\$655
<b>One Puppy (&lt;11 mo) or intact Male Dog</b>	\$36	\$139*	\$283	\$427
<b>Two Puppies</b>	\$59	\$231*	\$359	\$703
<b>Two Medium Breed Dogs</b>	\$57	\$223*	\$457	\$679
<b>One Small Neutered &amp; One small Intact Dog</b>	\$55	\$215*	\$435	\$655

\*Current Monthly Package: (BEST VALUE,)

Average of 4 days of Daycare, 10% off Retail, 15% Training classes, \$5 off Spa services *Monthly Package can vary.*

### MONTHLY UNLIMITED PACKAGE

4 Days a week, renewing every 30 days, ( Prices are subject to change on extra days, and expansion of days if more than 4 days a week.)

ADD ONS	COST	ACTIVITIES DESCRIPTION
<b>Full Day is 2 Enrichment Activities</b>	\$25	2 activities, Each activity is 15-20 minutes. Learning intro to new tricks, Treadmill exercise intro, nosework intro, flirt pole fun.
<b>3 Activity Pack Add on!</b>	\$12	Tricks, Treadmill & Nose Work and then add on Yappy Hour, Activity Mat and Buddy Time for a great price!
<b>Special Requests</b>	\$6	Medications
<b>Stay and Train</b>	\$15	FitPaws Training, Manners Classes, Obedience
<b>Treadmill Workouts</b>	\$5	<p>A 20-minute controlled walk or run on the specially designed Doggy Treadmill.</p> <ul style="list-style-type: none"> <li>● Best suited for:</li> <li>● -Highly-active dogs</li> <li>● -Overweight dogs</li> <li>● -Seniors who need controlled exercise for limbering up the joints</li> <li>● -Competitive sport dogs</li> </ul>
<b>Yappy Hour</b>	\$5	<p>-Stuffed Kongs/Treat balls (peanut butter mixed with oatmeal, carrots, and apples)</p> <p>-PupSicles: frozen yogurt with berries and organic granola</p>
<b>Activity Mat</b>	\$5	Great 20 minute brain work for any dog! We have over 5 different activities to keep your dog engaged and smart-book a different one each day!
<b>Buddy Time</b>	\$5	Design it to your dog's needs! One-on-one staff time with a variety of activity toy options or just plain cuddling!

WOOF! SPA MENU	PRICE	DESCRIPTION
<b>Temporary Airbrush Stencils</b>	\$10-\$25	Festive party or fun event? Why not add a temporary stencil using Pet Paint or Airbrush? Pet Paint is a pet safe hair color spray for dogs that will fade off in a few hours or you can wipe it off. Our pet-safe airbrush ink will spray on and stay for a day or two then can be wiped off with rubbing alcohol.
<b>Semi-Permanent Color</b>	\$10-\$20 Ears \$10-\$30 Tails	Using pet safe semi perm color we can color on light colored dogs. Pricing depending on hair thickness and amount of colors used.
<b>Nails</b>	\$5-\$25	Nail Clipping \$5  Dremeling \$10  If we need to use 2 people: \$15  Nail polish- \$10 front feet, \$15 all four feet Nail color applied for dogs with short coats

<b>WOOF! Daycare Policies and Procedures</b>	
<b>Check In/Check out</b>	Standard daycare day is 6:30am – 6:00pm. Late Fee is \$1/Minute.  Drop off is 6:30-8am Pick up is from 5-6pm. Pick up no earlier than 4pm unless confirmed by a WOOF! Staff. Report cards are not given before 4pm.
<b>Cage Free Daycare</b>	We do not use crates. WOOF! Daycare offers cage-free dog daycare at our facility. As one of our core services, cage-free dog daycare is a great experience for your playful dog and we provide spacious cage-free areas. Their size will determine

	<p>which area they will be placed into to ensure that your dog plays with appropriately-sized playmates. We do use time-out areas when needed.</p>
<b>Fees</b>	<p>Payment is due the day of service.</p>
<b>Referral Program</b>	<p>Refer a Friend and receive 20% your next play session.</p>
<b>Why WOOF! Daycare is different!</b>	<p>Toy breeds and small dogs need special attention to keep them safe and happy in dog daycare. Most dog daycare facilities are sort of one-size-fits-all, which puts your small dog in a potentially dangerous situation. Small dogs usually experience the most fun when paired with other dogs of a similar size- it makes playing easier and less threatening. Sensitive or timid dogs also need to have their personality taken into account, since they may feel threatened by large dogs looming over them or rough play. Dogs who feel threatened might bite or lash out, and that can create a volatile situation in a matter of seconds. In the end, what might seem like an unnecessary process of assessment is a crucial factor in keeping your small dog safe.</p>
<b>Statistics</b>	<p>Only about 60 percent of dogs are actually well-suited to day care, Twenty percent are too aggressive around other dogs, while the remaining 20 percent are too fearful. Further, inadvertently selecting a mediocre day care center can have disastrous consequences for any dog. To top things off, small dogs are more likely to struggle</p>

	with day care due to their diminutive size and penchant for human interaction.
<b>High Energy &amp; Low Energy Groups</b>	All dogs are "interviewed" before they're placed with others to determine their energy level, among other things. smaller dogs rotate between an hour of play time and an hour of rest. Larger dogs, in comparison, might be allowed to play all day.
<b>Refunds</b>	No Package refunds after 30 days from the date of purchase and Packages are not transferable. For Package refunds within 30 days, days used will be charged at single day rates (depending on the package purchased) at non-promotional rates and deducted from the purchase price.
<b>Expirations</b>	Packages expire 90 days from the date of purchase or from the date the first day is applied, whichever is earlier.
<b>Extensions</b>	You will have the option of a one-time, 30-day extension allowed per package, but there will be a \$30 processing fee.
<b>Multiple Packages</b>	If you are buying multiple Packages, please consider the number of days you can realistically use in the 90-day period. A signed acknowledgement is required. Refund terms still apply.
<b>Reservations</b>	Advance Reservations are required and based on availability. Cancellations must be

	made by 5:00pm one business day prior.
<b>Payments toward other items</b>	Daycare Package days can be used as payment for a day of daycare or as payment for late check out fees.
<b>Discounts</b>	<p>Promotional or other partner discounts are not always the same for packages. Discounts on packages may be lower since package pricing is already promotional/ discounted pricing.</p> <p><b>We Recognize and Honor these groups of people with a 10% discount off:  Military - Active, Reserves or Retired,  Police Department, Fire Department,  EMTs, Senior Citizens 62+, Full Time  Students 18 and Older</b></p>
<b>Packages for additional dogs</b>	Packages for additional dogs should only be used when multiple dogs are utilizing the package on the same day.
<b>Memberships</b>	Our Monthly Memberships are like gym memberships, providing you access to daycare. Like most gym memberships, it's intended to renew every 30 days.. We have multiple monthly options. Ask for details!
<b>Memberships for additional dogs</b>	Memberships for additional dogs can only be used when multiple dogs are utilizing the membership on the same day.
<b>Benefits of Membership</b>	The benefits for all Monthly Members with an active membership include: <i>Multiple days of daycare, 10% off retail, 15% off training classes, \$5 off Spa services.</i> Our Memberships offer flexibility and



	<p>convenience, depending on the option you prefer.</p> <p>A credit card on file is required for the Monthly Membership.</p>
<p><b>Membership Refunds</b></p>	<p>No Monthly Membership refunds after 10 days from the date of purchase and Monthly Memberships are not transferable. For Monthly Membership refunds within 10 days, days used will be charged at the full day non-promotional rate and deducted from the purchase price.</p>
<p><b>Dates of Membership</b></p>	<p>The start date of the Monthly Membership is based on the date of purchase or from the date the first day is applied, whichever is earlier. Membership is active during a calendar month. When the Monthly Membership is originally purchased on the 29th, 30th or 31st of the month, on months when the date doesn't exist, it will renew on the last calendar day of the month. The Monthly Membership option will need to have a credit card on file and will automatically renew at the expiration of 30 days, unless canceled at least 3 days prior to the renewal date.</p>
<p><b>Release from Auto-Renew Monthly Membership</b></p>	<p>If you would like to take time off from your Monthly Membership, your first month back will be at the Daily price, but if you choose the Monthly Membership option your second month and beyond will be at the discounted rate if it continues to auto-renew on a consecutive monthly basis.</p>

<p><b>Additional discounts and promotional rates</b></p>	<p>Additional promotional rates or discounts may not apply, since membership pricing is already discounted.</p>
<p><b>Orientations</b></p>	<p>All new clients will be asked to set up an Orientation Day for their dog before their first stay. This gives us the opportunity to get to know your dog and their personality and they get to know our staff and the facility. This often helps them feel a bit more comfortable before staying and playing. Talk to us about scheduling an orientation. At the beginning of the orientation, you will have a consultation with the Orientation Specialist. You will then leave your pup for at least 3 hours and the Orientation Specialist will try out a few different activities with them, walking in the hallways, some individual activities and meeting some new dog friends (if appropriate). This will help us determine the daytime option that is the best fit for your pup and see which options your dog enjoys the most.</p>
<p><b>Aggressive Dogs</b></p>	<p>Typically, alpha dogs, or dogs who like to be in charge, will not pass our evaluation. Also, if they show aggression towards other dogs, your dog will not pass our evaluation. If your dog fails, please don't take it personally. We want all dogs to be in a positive, safe, and fun environment where they can play with one another without worrying if one dog takes things too far.</p>
<p><b>Price Changes and Rules</b></p>	<p>Prices and rules are subject to change without notice.</p>
<p><b>Enrichment Program</b></p>	<p>Regardless of their age or behavior level, your dog's health and happiness can be improved through enrichment activities. We provide numerous fun and engaging</p>

	<p>enrichment training programs that boast numerous benefits.</p>
<p><b>Stay and Train Program</b></p>	<p>Your dog learns how to mind their manners while attending daycare. We have three levels of classes starting with our Essential Manners programs and ending with our Advanced Manners course. Each course includes time dedicated to teaching you how to keep the training fresh at home. We're proud of the fact that we're one of the few facilities that offers a 'Stay &amp; Train' program.</p>
<p><b>Stay and Train Levels</b></p>	<p>1. <u>Essentials Manners Course</u>: teach target training, recall, leash manners, sit, stay, and down</p> <p>2. <u>Intermediate Manners Course</u>: teach leave it, advanced targeting, place, how not to jump up, and wait</p> <p>3. <u>Advanced Manners Course</u>: teach fluency, polite greeting, fetch/bring, and Canine Good Citizenship</p>
<p><b>Intact Clients</b></p>	<p><u>Intact Policy</u>: Dogs who are intact (not spayed/neutered) are not able to participate in group play with other guests if they are over 7 months of age and there are other dogs also intact. Instead of group play, our intact guests will take part in our Personal Play program.</p>
<p><b>Required Vaccinations</b></p>	<p><u>Distemper/Parvo</u> or proof of titers, <u>Rabies</u> if over 4 months of age, <u>Annual Bordetella</u> vaccine, <u>Annual Fecal test with negative result</u> required for group play – pets with no fecal or positive fecal results will be accepted but will not be allowed in group play and will require a \$25/day special</p>

	<p>handling fee and outside walks only. Please have your vet's office call or email us confirmation or bring copies upon Check-In.</p>
<p><b>Bordetella Vaccine</b></p>	<p>Canine Cough is a contagious, respiratory illness similar to the common cold. The Bordetella vaccination is important for dogs who attend daycare or boarding facilities, visit dog parks or spend time in places where they interact frequently with other dogs. The Bordetella vaccine only protects against certain strains of the disease.</p>
<p><b>WOOF! Bordetella Vaccination Policy</b></p>	<p>WOOF! requires that all dogs receive either an injectable or intranasal Bordetella vaccine every 12 months. The oral Bordetella vaccination is only accepted if given within the last 6 months. This is in alignment with the latest scientific data provided by the American Animal Hospital Association (AAHA) and VCA's chief medical team. Both the injectable and intranasal format of the Bordetella vaccine have proven efficacy for 12 months, whereas the oral format lacks sufficient evidence that it is effective after 6 months. In addition to the Bordetella vaccine, WOOF! also requires dogs to be up-to-date on Rabies and Distemper vaccines.</p>

**WOOF! Daycare/RUFF Academy LLC Policies and Release of Liability**

**THIS AGREEMENT is entered into by and between RUFF Academy LLC, WOOF! Daycare and dog owner**

**(Owner)** \_\_\_\_\_

**Dog(s) name /breed(s)** \_\_\_\_\_  
**Dog's Age:** \_\_\_\_\_ **Male/ Female:** \_\_\_\_\_ **Spayed/Neutered:** \_\_\_\_\_  
**Client's Phone #:** \_\_\_\_\_ **Email:** \_\_\_\_\_

1) I (Owner) represent that I am the legal owner of the above named dog(s) and I assume all risks, dangers, and responsibility for injuries to the named dog(s). Owner understands and agrees that Owner is solely responsible for any harm while Owner's dog(s) is/are attending Daycare / Training.

2) PHOTO AND VIDEO RELEASE: We love to post pictures and videos on Facebook, our website, and/or in magazine ads. Owner agrees to allow WOOF! Daycare/RUFF Academy LLC to use Owner's pet's name and any images or likeness of Owner's pet taken while he/she is at WOOF! Daycare/RUFF Academy LLC, in any form, for use at any time, in any media, marketing, advertising, illustration, trade or promotional materials without compensation, and Owner releases to WOOF! Daycare/RUFF Academy LLC all rights that Owner may possess or claim to such image, likeness, recording, etc.

3) DOG'S HEALTH: Owner further understands and agrees that Owner's dog(s) are healthy and will at all times while attending WOOF! Daycare/RUFF Academy LLC have current vaccinations for rabies, distemper and Bordetella (Primarily for Daycare). Owner is not enrolling any dog that has any condition that could potentially jeopardize the health of other dogs or people and has not had any potentially communicable condition within 30 days prior to enrollment. Owner further understands that even if Owner(s) dog is vaccinated for Bordetella (Kennel Cough) there is a chance that the Owner's dog can still contract Kennel Cough. Owner agrees that Owner will not hold Happy WOOF! Daycare/RUFF Academy LLC responsible if Owner's dog(s) contracts Kennel Cough or other dog-dog transmitted ailments.

4) FLEA/TICK FREE: All dogs must be flea/tick free. Should a dog be observed to have fleas or ticks the owner will be contacted and the dog will be removed IMMEDIATELY.

5) GROUP PLAY: All dogs must pass a general behavior assessment in order to attend dog-dog group play. No dog may be admitted to group play who shows any signs of any type of aggression. Owner further understands and agrees that in admitting Owner's dog(s) to dog-dog group play, Owner is representing WOOF! Daycare/RUFF Academy LLC that Owner's dog(s) is/are in good health and have not harmed, shown aggression, or exhibited any threatening behavior towards any person or other dogs. Any dog demonstrating aggression or other behavior deemed unacceptable by WOOF! Daycare/RUFF Academy LLC staff may be required to leave daycare/boarding.

6) RELEASE OF LIABILITY: Owner understands and agrees that during normal dog play, Owner's dog may sustain injuries. Dog play is monitored by WOOF! Daycare/RUFF Academy LLC staff to best avoid injury, but scratches, punctures, torn ligaments, and other injuries may occur despite the best supervision. Owner further understands and agrees that neither daycare/boarding nor any of its employees, staff, or volunteers will be liable for any illness, injury, death, and/or escape of Owner's dog(s) provided that reasonable care and precautions are followed, and Owner hereby releases WOOF! Daycare/RUFF Academy LLC

staff or volunteers of any liability of any kind whatsoever arising from or as a result of the Owner's dog(s) attending WOOF! Daycare/RUFF Academy LLC.

7) PERSONAL PROPERTY: Owner understands that Owner is solely responsible for any harm, including to any other pet(s), to the employees or invitees of WOOF! Daycare/RUFF Academy LLC, or to the equipment, facilities, or other property of, caused by the owner's dog(s). Owner also agrees that WOOF! Daycare/RUFF Academy LLC shall not be responsible or liable for any lost or damaged personal property belonging either to Owner or Owner's pet.

8) FOOD/MEDS: Owner agrees that it is the Owner's responsibility to leave an adequate supply of food and medications for Owner's dog(s) during the entire time Owner's dog is cared for by WOOF! Daycare/RUFF Academy LLC. Should the food/medication supply need replacement, Owner authorizes WOOF! Daycare/RUFF Academy LLC & 920-287-3990 | ruffacademywi.com to purchase replacement and Owner will reimburse WOOF! Daycare/RUFF Academy LLC for the actual food and medication costs plus up to \$25.00 time/distance trip fee (per occurrence).

**9) VETERINARIAN LIABILITY AND CARE: Owner agrees to WOOF! Daycare/RUFF Academy LLC to obtain medical treatment for Owner's dog(s) if he/she appears ill, injured, or exhibits any other behavior that would reasonably suggest that dog(s) may need medical treatment including anesthesia. Owner agrees to be fully responsible for the cost of any such medical treatment and for the cost of any transportation for the purposes of such treatment. Owner gives permission to WOOF! Daycare/RUFF Academy LLC to use Owner's vet or nearest 24-hour vet hospital for required treatment. Yes \_\_\_\_ or No \_\_\_\_ If Yes, the maximum dollar amount is \$\_\_\_\_\_.**

10) WEAKENED IMMUNE SYSTEM: Owner understands special-needs dogs, young puppies, and senior dogs naturally have a higher risk of injury, stress-related illnesses, weakened immune system, or exacerbation of any pre-existing condition. As such, by using our facility for daycare or boarding the Owner is waiving any claim for injury or illness experienced by Owner's dog while in our care.

11) ELDERLY DOGS: Owners of elderly dogs (approaching the end of life) need to know if in the event Owner's dog passes on while in our care, our policy is to transport Owner's dog to Owner's vet (within 15 miles) where he/she will be held until Owner can be reached by the Vet for further instructions. If Owner's vet is closed or outside of our transport distance, then we will transport to the nearest 24-hour facility. Trip charge will apply based on time/distance.

12) GROOMING: expense to be paid if Owner's dog(s) nails are too long and cause breaking of skin or deep scratches to staff, volunteers, and/or other dogs. Nail trim cost up to \$10.00.

13) PREPAID PACKAGES: Owner understands that prepaid daycare packages are nonrefundable and expire 90 Days from the date of purchase. Discounted packages are provided only if they are paid for in advance.

14) PAYMENTS: are due and payable at the end of each visit. Payment may be made in American currency, Visa, Discover, or Mastercard. \$25 NSF charge for returned checks. We

do not accept Canadian credit cards. We do keep credit card information on file for monthly billing purposes. There is a 5% extra processing charge when credit cards are taken over the phone and cards are not swiped in person.

15) CANCELLATION / NO-SHOW POLICY: Cancellations must be done 24-hours prior to the reservation date. If cancellation notice is less than 24-hours an amount of a one day stay will be invoiced.

16) CLOSING TIME: Owner agrees that Owner's dog(s) are picked up by closing time of 6:00 p.m. Central time.

17) **RIGHT OF REFUSAL**: WOOF! Daycare/RUFF Academy LLC reserves the right to refuse admittance to any dog or dismiss any dog that does not meet or maintain the health, temperament or other daycare/boarding standards. The determination shall be made at the sole discretion of WOOF! Daycare/RUFF Academy LLC.

18) **FULL FORCE AND EFFECT**: Owner further understands and expressly agrees that each and every of the foregoing provisions contained in paragraphs 1-18 shall be in force and effect and shall apply to each and every occasion on which the Owner's dog(s) stays with WOOF! Daycare/RUFF Academy LLC for daycare, training, or other services, as the case may be. This Agreement shall remain in full force and effect as between the parties until and unless otherwise cancelled or superseded by a writing signed by the parties.

*Owner hereby certifies that Owner has read and understands this Waiver and Release of Liability and the regulations set forth above. By signing this agreement, Owner agrees to be bound by its terms and conditions. The approved persons in this agreement can drop off and pick up their dog in the absence of the owner. Vaccinations have been supplied and documented.*

\_\_\_\_\_  
Owner's name / printed

\_\_\_\_\_  
Date

\_\_\_\_\_  
\*Approved Person

\_\_\_\_\_  
Phone #

\_\_\_\_\_  
\*Approved Person

\_\_\_\_\_  
Phone #

**Vaccination Information(Proof to be brought on the first day of Daycare):**

**Rabies Given:** \_\_\_\_\_ **Expires:** \_\_\_\_\_

**Distemper Given:** \_\_\_\_\_ **Expires:** \_\_\_\_\_

**Bordetella Given:** \_\_\_\_\_ **Expires:** \_\_\_\_\_

**Flea and Tick Preventative:** \_\_\_\_\_

**Veterinarian:** \_\_\_\_\_

**Veterinarian Phone #:** \_\_\_\_\_