



Daycare Policies

Reservations

Although we will always do our best to accommodate everyone's needs, we recommend placing your reservations in advance. Advanced notice will help to ensure your dog's reservation in the event that our daycare facility is at capacity to ensure a safe dog to staff ratio. As an added convenience, a regular daycare schedule can also be set up as a recurring reservation so we will always have your dog's reservation set. To make a reservation you can call (705)-739-RUFF (7833) or e-mail us at info@ruffhaus.ca. Please note that once a daycare package has been used, no refunds will be issued. Packages are only transferrable to another dog (that has been approved for daycare) under the same owner and living in the same home pending management approval.

Cancellation Policy

Cancellation notification is recommended to be made at least 24 hours prior to service. **Notification after 10am the day of service will still accrue a full charge for services.** We understand that unforeseen circumstances do come up from time to time, however, because our daycare space is limited and we often have a cancellation list, we do ask that you inform us if your dog will be missing an appointment. We appreciate your cooperation in this matter.

Late Fees

If you are unable to collect your dog by the time we close, we would ask that you try to make other arrangements or inform us so that we can help to accommodate you. Owners picking up dogs after our closing hours will be charged a **late fee of \$1.00 per minute per dog. Repeat offenders may be charged up to \$5.00 per minute and services may be terminated.** Our daycare hours are as follows:
Monday – Friday: 6:30am - 7:00pm (closed daily from 12pm – 1pm, NO Pick Up's/Drop Off's during this time)

Vaccinations

We require that all daycare dogs be current on their Rabies, Distemper, Parvovirus, Parainfluenza, Hepatitis, and Bordatella vaccinations. Vaccinations must be administered by a licensed veterinarian a **minimum of 48 hours PRIOR** to Ruff Haus services being performed. Puppies must have their second set of vaccines along with Bordatella in order to attend daycare. Proof of vaccinations must be provided. Please be advised that vaccinations do expire, and our records will need to be updated periodically. In light of this, your dog may be asked not to return to daycare until vaccines have been updated and proof from a licensed veterinarian has been provided. No exceptions will be made; all vaccinations are required for each dog. We do not accept titre testing as proof of vaccination.

Parasites

We require that all daycare dogs be on a parasite prevention program prescribed by a licensed veterinarian, either monthly or seasonally (June – November). Please speak to your vet about which treatment is best for your dog. If at any time your pet is found to have fleas or ticks, we may provide appropriate flea or tick removal treatment at your additional expense, or we may terminate services until the problem is resolved so as not to transfer parasites to other clients.

Spaying and Neutering

We require that all dogs over the age of **6 months** be spayed or neutered in order to attend our daycare. Puppies under the age of 6 months are permitted to attend daycare; however we ask that they be fixed once they turn 6 months of age. Please be advised that after turning 6 months, your puppy will be asked not to return to daycare until he/she is fixed.

Pet Health/Behaviour and Safety

We reserve the right to refuse service to any pet for any reason including, without limitation, if it appears that the pet is sick, injured, in pain, or that its behaviour could jeopardize the health and safety of other pets or our staff. All dogs must be in good health. **No coughing, sneezing, vomiting or diarrhea 48 hours prior to arrival.** If your dog is displaying any of these symptoms while he/she is in our care you may be asked to come pick them up. If your dog has been treated for a contagious illness, we cannot accept your dog for at least **2 weeks AFTER treatment has been completed.** Confirmation of good health may be required in writing from your vet before your dog returns to daycare. We may accept pets and administer routine medications for chronic conditions, but we are not equipped to care for acutely sick pets. **No pregnant dogs, no females in heat and no aggressive dogs.**

All dogs must successfully complete and pass a behaviour evaluation (free of charge) prior to their first day of daycare.
If it has been a year since your dog(s) last daycare visit, a reassessment is required

By initialing, I understand and agree to the Ruff Haus policies set above:

Ruff Haus requires proof that each pet's rabies vaccine is current. Also, Ruff Haus requires proof that your dog(s) be vaccinated against all infectious conditions, including: Rabies, Distemper, Parainfluenza, Parvovirus, Adenovirus and Bordetella. It is still possible for vaccinated pets to become ill with an infectious condition despite being vaccinated. This is not due to any circumstance or condition in the daycare and you agree that you will not hold Ruff Haus liable in the event your dog becomes ill with an infectious condition during or after its stay.

I also understand and agree that in admitting my dog(s) to Ruff Haus daycare, Ruff Haus has relied upon my representation that my dog(s) is/are in good health and have not harmed or shown aggressive or threatening behaviour towards any person or any other dog.

I further understand that due to the way that dogs interact with one another, minor cuts and scratches can occur even though the dogs are carefully supervised at all times. While my dog(s) is/are in the care and custody of Ruff Haus, if I am unreachable in the event of an emergency, I hereby authorize Ruff Haus, its agents, and/or representatives, to seek immediate veterinary care for my dog(s) at a veterinary facility selected solely by Ruff Haus.

I understand that all costs in connection with veterinary, medical or other treatment, shall be my responsibility and any incurred costs will be added to my invoice.

I hereby release and agree to save and hold harmless, Ruff Haus, its directors, officers, shareholders, employees, assistants, members and agents from any and all liability, claims, suits, actions, loss, injury or damage of any nature or kind, or for any liability, claims, suits, actions, loss, injury or damage which I or my dog(s) may sustain or which may be caused in any way by my dog(s). I specifically, without limitation, agree to fully indemnify Ruff Haus for any and all such liability, claims, suits, actions, losses, injury or damage.

I certify that I have read and understand the rules and regulations set forth herein and that I have read and understand this agreement. I agree to abide by the rules and regulations and accept all the terms, conditions and statements of this agreement and confirm the truthfulness of the contents of the application form completed by me. I am of the full age of eighteen years.

Although we carefully screen all applicants, occasionally we discover that this is not an appropriate environment for every dog. Ruff Haus reserves the right to permanently remove a dog from daycare at any time. In addition, due to the restrictions that may be made by our insurance companies, Ruff Haus reserves the right to disallow certain purebred breeds to participate in the daycare, which includes the following:

Pit Bull Terriers, Staffordshire Bull Terriers, American Staffordshire Terriers, American Pit Bull Terriers, Miniature Bull Terriers, Bull Terriers or mixed breeds that have the appearance or characteristics of one of these breeds

Initials

I understand that I am solely responsible for any harm caused by my dog(s) while my dog(s) is/are attending daycare at Ruff Haus

Initials

I acknowledge receipt of the Daycare policies for Ruff Haus and will abide by same

Initials

All dogs must submit to a Behavioral Assessment and provide proof of vaccinations and parasite control/prevention before admittance to the Daycare

Initials

I acknowledge that should my dog(s) not be picked up from Ruff Haus within 24hrs, it/they will be taken to the local Humane Society. Please note that this policy is in place as last resort, in the event that you and your emergency contact are both unreachable and we have exhausted all other avenues.

Owner or Agent Name Printed

Dog's Name(s)

Owner or Agent Signature

Date



Daycare Application

Owner(s) Information:

Date: _____

Last Name: _____

First Name: _____

Last Name: _____

First Name: _____

Address (including city & PC): _____

Home #: _____

Work #: _____

Cell #: _____

Work #: _____

Cell #: _____

Email Address: _____

How did you hear about us? _____

Dog Information:

Dog's Name: _____

Breed or Cross: _____

D.O.B.: _____

Colours/Markings: _____

Please Circle: Male/Female

Neutered/Spayed

Emergency Contact Information:

Veterinary Clinic Name: _____

Phone #: _____

In the event of an emergency where we cannot reach you, please supply us with another person to contact. This can be a friend or family member that does NOT live in the same house. If you cannot provide us with an emergency contact, your dog may not be able to participate in our daycare program.

Name: _____

Relation to you: _____

Home #: _____

Work #: _____

Cell #: _____

Dog History:

Where did you get your dog (breeder, rescue group, pet store, shelter, etc.)? _____

How long have you had your dog? _____

If your dog was adopted do you have any knowledge of his/her previous history? If so, please provide us with the details:

Has your dog ever attended a Dog Daycare? If so, where?: _____

Behaviour:

Does your dog get anxious when left alone? (Whine, bark, pace, etc.) If yes, please explain in detail and what you do about it: _____

Has your dog ever been attacked or very frightened by another dog? If yes please explain and include your dog's age at the time, how they reacted, what you did in response to the scenario, and what type of dog the other dog was:

Does your dog bark? If yes, what does he bark at, when and for how long? _____

How does your dog react to strangers? _____

Has your dog ever bitten anybody? If yes what were the circumstances? _____

Does your dog share well with other people or dogs? If no please explain: _____

Does your dog get along well with other dogs? If no please explain: _____

Has your dog ever been in a fight with another dog? If yes please explain: _____

Rate your dog's energy level (1 being very mellow, and 10 being uncontrollably hyper)

Please Circle: 1 2 3 4 5 6 7 8 9 10

Health:

Does your dog take any medication? If yes, what for, what RX and how often?: _____

Does your dog have any past injuries or any current conditions? If yes, please explain in detail: _____

Does your dog suffer from any known allergies? If yes, please explain: _____
