

# Client Guide



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[www.poundtown.dog](http://www.poundtown.dog)



## GUIDE TO YOUR PETS STAYCATION

Current Dog Daycare Clients will have use of play areas throughout their staycation. If not a current Daycare client, and you would like your dog to be included in daycare your dog will need to have an assessment the week prior to their staycation by attending our Daycare program to see if they are a candidate for our group play sessions.

If they do not pass their assessment and need to be separated from group play your dog will get potty breaks and short exercise time either outside or in our inside play areas as often as possible. We can't guarantee the amount of time, this is totally dependent on the workday, how many clients we have and how many dogs needing to be kept separate.

ALL dogs will get time out of their kennels for exercise inside and outside regardless of their ability to participate in group play, however dogs that "play well with others" will get the most time in play areas.

*An appointment is needed to arrange an assessment, so please call in advance! Half Day assessments (4 hours) is \$25.*

Clients are responsible to reimburse Pound Town, Inc. for any damage caused by their dog during their stay as mentioned in our contract.

**24/7 camera access is available** if staying in a **HOUSE SUITE**. To access camera there is an additional charge of \$10 per day. Please let us know **at time of booking** so we can instruct you on which app to download on your smart phone.

**WE DO NOT OFFER TECH SUPPORT**, YOU WILL NEED TO DOWNLOAD THE APP AND CREATE AN ACCOUNT IN ORDER TO USE THIS FEATURE.

Go to your phones APP SECTION, Download **"IPC360" Camera App**, create an account by setting up a user name and password. At check-in time, let the Pound Town employee know what your email address is (that was used to setup this account). You will need to log out and back into account for it to activate.

**ONLY John & Jordan can set this up for you, it is important to have this READY AT CHECKIN.**



## **BOARDING FOOD & MEDS**

If your dog(s) are boarding with us, you will need to bring their supplies such as dog food and treats.

**EVERY KENNEL has a 30"W 15"H 12"D Storage Cabinet Your pets belongings will need to fit in that space.**

We ask that all personal items such as beds, blankets, and bowls are kept at home.

Pound Town, Inc. Boarding & Daycare will provide beds (house kennels), cots (townhouse & apartment kennels) and blankets to all guest. We are **REQUIRED** for sanitary purposes to use stainless steel bowls for feeding therefore ask that you keep yours at home. **WE CAN'T STORE THESE PERSONAL ITEMS!**

**DO NOT BRING A FULL BAG OF FOOD or STORAGE CONTAINER.** We do not have the ability to store this and food laying around in bags is a safety issue with 40+ dogs in house. Food **MUST** be placed in baggies and marked am/pm and the amount to feed.

## **ALL BELONGINGS NEED TO FIT IN THEIR CABINET.**

If you send personal blankets with your dog we cannot guarantee their return as we have no way to separate/label during the wash process.

**MEDICATIONS – NO PROBLEM, HOWEVER MEDICATION MUST BE CLEARLY LABELED WITH INSTRUCTIONS IN A ZIP LOCK BAGGY.** Each medication should be placed in its OWN zip lock bag with written instructions.

**You MUST provide pill pockets, peanut butter, cheese, canned food OR whatever method is used to give your dogs their meds.**

If your dog requires injectable medication OR is special needs, (ie: requires diapers, wheel chair, etc.) there will be an extra charge of \$15 per day, per dog.



## BOARDING HOURS

We are **OPEN**: Monday – Friday 6:00am-6:00pm.  
Saturday & Sunday 8:00am-12:00pm and 4:00pm-7:00pm.

We are CLOSED for DAYCARE on Major Holidays. (Christmas, New Years, 4<sup>th</sup> of July, Thanksgiving, etc.) but fully operational for **BOARDING**.

*There is an additional \$10 charge per dog for Holiday stays.*

***Drop-off and pick-up MUST be either the day before or the day after a major holiday. You can't pick up on a major Holiday.***

CHECK IN TIME: MONDAY – FRIDAY 6:30 AM – 5:30 PM

SATURDAY & SUNDAY 8:30 AM – 11:30 PM & 4:30-6:30

**WE NEED TIME TO GET YOUR DOG SETTLED  
FOR THE NIGHT, THE LATEST CHECK IN IS  
30 MINUTES BEFORE CLOSING!**

**CHECK OUT TIME: MONDAY – SUNDAY IS BY 10:00 AM** (LATE CHECKOUT CHARGED AN ADDITIONAL \$25,  
Check Out after 4:00pm is charged \$35)

1/2 Deposit are **REQUIRED** at time of booking OR YOUR RESERVATION IS not GARANTEED!

**Deposits are NON-REFUNDABLE & NON-TRANSFERABLE!**

We turn away clients to take your booking, those clients go book somewhere else. Your cancellation means we lost money. Our policy is no different than an Hotel stay. Please be courteous and understanding when booking/canceling.

Weekend Pick-ups are to be arranged IN ADVANCE between the hours of 8:00am-12:00pm and 4:00pm – 7:00pm. Pickups after 10:00am will incur extra charges.

In case of EXTREME emergency ONLY, after hours – Please call 630-853-9642

We do not have an after-hour call center, if we are on premise after hours, we are typically busy and will not answer calls. The above number provided is for **EXTREME** emergencies **ONLY!** If you have general questions or need to book an appointment, please email us or request a booking on our website.

[poundtownboardinganddaycare@gmail.com](mailto:poundtownboardinganddaycare@gmail.com)



## Guide to Daycare

No matter if you choose a full day or half day your dog is sure to be tired at the end of the day after playing with all their new friends.

Throughout the day dogs are alternated through our multiple indoor and outdoor play areas. Weather permitting during the warmer months outdoor play will typically include some sort of water activity.

**All dogs are REQUIRED to wear easy snap/break away collars to daycare. No martingales, prong collars or chain collars. This is for SAFETY and is a non-negotiable part of our program.**

If your dog is having a stressful day, we may from time to time separate them from the group and give them a time out so they can decompress and be reintroduced to the group again.

To keep your dog social and easy to introduce to our play groups we highly recommend a minimum of 2 days a week for daycare. If it becomes troublesome for us to reintroduce your dog to the various play groups we may ask that your dog not return to daycare.

Undesirable behaviors such as jumping the fence, excessive humping, excessive barking, growling, snapping, biting etc. pose a safety hazard to our program and may result in your dog being suspended from the program.

If your dog is experiencing these behaviors we highly suggest you seek a training professional.

## FEEDING

Daycare dogs are NOT provided meals. We encourage you to feed prior to drop – off and after their daycare day. Water is provided throughout the day.

## Daycare / Late Pickup Policy

At the end of a 12.5 hour day our management and staff eagerly want to get home to their family and have commitments outside of work. Our business hours are Monday-Friday 6:00am-6:00pm. Late pickup after 6:00pm will be charged and dealt with as follows:

Pickup AFTER 6:00 pm will be charged at \$15 **EXTRA** up until 6:15 at which time your dog will be placed into **“EMERGENCY BOARDING”** at a charge of \$55 for the night and must be picked up by 8:00am to avoid addition charges. Your dog will be fed the “house” dog food as a dinner meal. Please plan accordingly and provide the correct information to anyone assigned to pick up your dog.

We apologize for any inconvenience this may cause but our staff has been put in situations where they have incurred additional child daycare charges of their own due to late pickups. Many of our staff have families or second jobs relying on their timely arrival.