

# Doggie Spa & Play Care

13416 Preston Drive • Marshall • Michigan • 49068

Marshall's Premiere Pet Care Facility for Professional Grooming, Doggie Play Care & More!

## GENERAL INFORMATION & POLICIES

*Welcome to Doggie Spa & Play Care!*

*We are excited to offer Professional Pet Grooming, Doggie Play Care (daycare for dogs!), Non-Traditional Boarding, Self-Service Pet Wash, and Premium Pet Supplies in an effort to help maintain and enhance the health and well-being of the canine species and assist you in providing excellent care for your best dog friend!*

|               |                         |                          |             |
|---------------|-------------------------|--------------------------|-------------|
| <b>HOURS:</b> | -Regular Business:      | Monday-Friday            | 6:30a-7:00p |
|               | -Pickups/Dropoffs Only: | Saturday/Sunday/Holidays | 8:30a-9:30a |
|               |                         | Saturday/Sunday/Holidays | 6:00p-7:00p |

**LATE FEE:** All dogs must be picked up no later than 7:00p. There is a \$15.00 late fee for any pet left after 7:00p. (Please call and let us know if you are going to be late). If your dog is left after 7:00p, we reserve the right to keep your dog overnight and charge the applicable fees upon pickup.

**PAYMENT:** Payment is expected at the time of service. We accept cash, checks, Visa, Mastercard, Discover, and American Express. There is a \$30.00 fee for returned checks.

**AGE:** All dogs must be 3 months of age or older.

**GENDER:** We will not accept females in season at any time. In order to be eligible for Doggie Play Care and Non-Traditional Boarding, dogs must be spayed or neutered if 6 months of age or older.

**VACCINATIONS:** All dogs must be up-to-date on the following vaccinations according to your veterinarian's recommendations: DHLPP (Distemper, Hepatitis, Leptospirosis, Parainfluenza, Parvovirus), Rabies, and Bordetella (Canine Cough). Puppies should complete their full series of puppy vaccinations before attending our services.

**HEARTWORM AND FLEA PREVENTION:** All dogs must receive year-round heartworm and flea preventatives. Puppies less than 6 months of age must be dewormed and/or have a negative fecal test.

**HEALTH:** All dogs must be in good health. Owners must certify that their dog is in good health and has not been ill with a communicable condition in the last 30 days. All dogs must have been acquired by the owner more than 30 days before being accepted. Any dog recovering from surgery should not attend for at least 10 days to allow for proper healing.

**BEHAVIOR:** All dogs must be non-aggressive and not food or toy protective. Owners must certify that their dog has not harmed or shown any threatening behavior toward any person or other dog.

# PROFESSIONAL PET GROOMING POLICIES

We offer full-service grooming for dogs, which includes a bath, blow-dry, brush-out, nail trim, and ear cleaning. Our certified Professional Pet Groomers trim to breed standard or your specifications. We groom them all, from the smallest Chihuahua to the largest Saint Bernard, including those needing just a bath to a dog requiring a specific style!

**APPOINTMENTS:** Professional Pet Grooming appointments are required. We are available for grooming appointments Monday through Friday from 7:00a-12:00p. You may dropoff before your appointment time as early as 6:30a. Your pet's appointment will take an average of four hours for the entire bathing/drying/brushing/trimming process, including rest and potty breaks given to ensure your pet does not become overly tired or stressed. After the completion of your pet's appointment, you may leave him/her as late as 7:00p, if necessary.

At times, we may be booked 6-8 weeks ahead. For this reason, we offer yearly advance scheduling for grooming appointments to help ensure that you are scheduled for the times and days that you prefer. Our "Schedule Thru The Year" program helps ensure that you always get your \$5.00 Grooming Discount for staying on your groomer-recommended schedule too! We start preparing for the next year's appointments in late summer by asking if you would like to participate and for your preferred appointment days and times. We schedule appointments for the entire next calendar year and provide you with a list of the year's upcoming appointments before the end of the current year.

Kindly give 24 hours notice of cancellation so that others may use the appointment times that you do not need.

## **RATES:**

- Professional Pet Bath:* Prices vary considerably between pets based on differences in pet size, coat length, coat condition, and your pet's temperament.\*
- Professional Pet Groom:* Prices vary considerably between pets based on differences in pet size, coat length, coat condition, and your pet's temperament.\*
- Toe Nail Trim:* Included with any full-service bath or groom. There is a \$15.00-\$20.00 charge if purchased separately.
- Toe Nail Filing:* Can be added to any full-service bath or groom or to a separately purchased Toe Nail Trim for an additional \$5.00 charge. Uses a rotary tool to file and smooth the nails.
- Toe Nail Painting:* Can be added to any full-service bath or groom for an additional \$6.00 charge. You may specify color.
- Collar Cleaning:* Can be added to any full-service bath or groom for an additional \$5.00 charge. Have a clean dog and a clean collar!
- Premium Bandanas, Ear Bows, Collar Bows, Neck Ties, and Neck Ruffles:* A standard bandana or ear bows are included with any full-service bath or groom. Premium items may be purchased separately.
- Premium Pet Fragrances:* We offer a selection of pet fragrances for you to spritz on your own dog, if you desire, at no additional charge. We do not apply perfumes/colognes due to smell sensitivities.
- Grooming Overnight Stay:* If you must leave your dog overnight before/after a full-service bath or groom, there will be an additional \$10.00 charge. Your dog will be kept separate from Doggie Play Care/ Non-Traditional Boarding. Does not apply in conjunction with other services.
- Grooming Discount:* Dogs coming in for grooming on their personal groomer-recommended schedule receive a \$5.00 discount. (Most dogs are recommended a regular 4-6 week schedule).
- Matted/Overgrown/Extra Time Fee:* Dogs with matted and overgrown coats require extra time and will incur additional fees depending on severity.
- Flea Clean-up Fee:* Dogs with fleas require additional supplies and will incur a \$13.00 fee. Topical flea treatments can be purchased separately for an additional charge.
- Skunk Treatment Fee:* Dogs that have been sprayed by a skunk require additional supplies and will incur a \$15.00 fee.
- Grooming Cancellation Fee:* A \$25.00 fee will be charged for *each dog* that does not show up to a scheduled appointment and does not call to cancel the appointment.

\*Price quotes may be obtained by visiting us with your pet prior to his/her appointment in order for us to meet your pet and determine his/her bathing and grooming needs.

# DOGGIE PLAY CARE POLICIES

We offer a safe, fun, and stimulating environment for dogs to ensure proper exercise and socialization! Dogs run, play, and wrestle together off-leash in our climate-controlled "doggie gymnasium" and our outdoor, securely-fenced "doggie playgrounds." We all have those days when we just want to go home and relax, but we bet your dog has other plans (and who can blame him after sleeping all day!). Doggie Play Care offers mental and physical stimulation, so your dog will go home tired and ready to relax with you! Your dog also learns "doggie manners" for interacting with other dogs and gets to explore new objects and comes to understand that they are not so scary after all. Doggie Play Care can help your dog become more independent! Your dog doesn't have to worry that you're leaving, because he doesn't get to sit home worrying and waiting for you to come home! With all of our activities and games, your dog is occupied all day with his doggie friends and human companions. One day of Doggie Play Care includes play time, snack time, nap time, games, frequent potty breaks, and lots of love and attention, all under the constant supervision of our caring Doggie Play Care staff.

**INTERVIEW DAY:** All dogs must complete an initial interview before being accepted into the Doggie Play Care and Non-Traditional Boarding programs. The "Interview Day" must be scheduled in advance and is a trial day of Doggie Play Care. All dogs interviewing must arrive between 6:30a and 9:30a on their Interview Day and may be picked up between 4:00p and 7:00p that day. The interview consists of a 3-step process to evaluate your dog's suitability to an off-leash play environment. This includes an individual temperament test, an initial introduction to dogs, and a trial day of participation in Doggie Play Care. All portions of the interview must be completed with satisfactory results before a dog is accepted to participate and is eligible for the half-day or multi-day Doggie Play Care rates or Overnight rate.

**RESERVATIONS:** Doggie Play Care reservations are required. We are available for Doggie Play Care Monday through Friday from 6:30a-7:00p and Saturday/Sunday/Holidays with limited dropoff and pickup times of 8:30a-9:30a and 6:00p-7:00p.

We also offer standing reservations if there are certain days that you want to reserve for your dog each week! Dogs benefit greatly from a regular routine and Doggie Play Care days are no different. Bringing your dog on the same days each week helps your dog become accustomed to regular playmates on those days and to the level of activity and exercise he/she receives each week. We recommend attending one, two, or three days per week for most dogs. Common schedules are Monday/Wednesday/Friday or Tuesday/Thursday, but we can accommodate any recurring schedule that works for you!

Kindly give 24 hours notice of cancellation so that others may use the reserved times that you do not need.

**RULES TO PLAY:** 1) Dogs must arrive on a leash and wear a flat collar (no choke chains or prong collars) with an ID tag and current dog license tag; 2) Dogs attending half-days will be charged the Full-Day Rate if picked up late for the AM-session or dropped off early for the PM-session; 3) All dogs must be picked up no later than 7:00p. There is a \$15.00 late fee for any pet left after 7:00p. (Please call and let us know if you are going to be late). If your dog is left after 7:00p, we reserve the right to keep your dog overnight and charge the applicable fees upon pickup.

## **RATES:**

|                                 |                     |  |
|---------------------------------|---------------------|--|
| -Interview Day                  | \$32.00/dog         | (Trial day; dropoff between 6:30a-9:30a and pickup between 4:00p-7:00p)    |
| -Daily-Half-Day Rate            | \$25.00/session/dog | (AM-session 6:30a-12:30p or PM-session 1:00p-7:00p; call for availability) |
| -Daily-Full-Day Rate            | \$32.00/day/dog     | (Full-Day 6:30a-7:00p; call for availability)                              |
| -Monthly-8 Day Rate*(2 dys/wk)  | \$232.00/month/dog  | (May attend DPC 8 days within 1 month from date of purchase)               |
| -Monthly-12 Day Rate*(3 dys/wk) | \$336.00/month/dog  | (May attend DPC 12 days within 1 month from date of purchase)              |
| -Monthly-20 Day Rate*(5 dys/wk) | \$540.00/month/dog  | (May attend DPC 20 days within 1 month from date of purchase)              |

\*Doggie Play Care purchased at monthly rates is not refundable, not transferable, not valid after 1 month from the date of purchase, and NOT valid for Interview Days, Non-Traditional Boarding charges, or any other services or products.

# NON-TRADITIONAL BOARDING POLICIES

Our unique, Non-Traditional Boarding for dogs ensures proper exercise and socialization through our Doggie Play Care program with a convenient boarding option. Your dog will play during the day with his friends and be all tired out by bedtime! We know there are times you just can't take your dog with you when you're away overnight or on vacation! Why not leave him somewhere familiar and fun where he can play all day and sleep all night! Your dog attends Doggie Play Care during the day and sleeps in his own cozy crate at night. He brings his own regular dog food to avoid an upset tummy and any special toys or blankets that he wants to pack. Your dog won't worry that you're gone because he's too busy playing with his friends and so tired out at night that he just snoozes away! One night of Non-Traditional Boarding includes play time, meal times, nap time, games, frequent potty breaks, and lots of love and attention while you're away...holidays, weekends, and weeknights!

**INTERVIEW DAY:** All dogs must complete an initial interview before being accepted into the Doggie Play Care and Non-Traditional Boarding programs. The "Interview Day" must be scheduled in advance and is a trial day of Doggie Play Care. All dogs interviewing must arrive between 6:30a and 9:30a on their Interview Day and may be picked up between 4:00p and 7:00p that day. The interview consists of a 3-step process to evaluate your dog's suitability to an off-leash play environment. This includes an individual temperament test, an initial introduction to dogs, and a trial day of participation in Doggie Play Care. All portions of the interview must be completed with satisfactory results before a dog is accepted to participate and is eligible for the half-day or multi-day Doggie Play Care rates or Overnight rate.

**RESERVATIONS:** Non-Traditional Boarding reservations are required. We are available for Non-Traditional Boarding dropoffs and pickups Monday through Friday from 6:30a-7:00p and Saturday/Sunday/Holidays with limited dropoff and pickup times of 8:30a-9:30a and 6:00p-7:00p.

Kindly give 24 hours notice of cancellation so that others may use the reserved times that you do not need.

**RULES TO STAY & PLAY:** 1) Dogs must arrive no later than 9:30a; 2) Dogs must arrive on a leash and wear a flat collar (no choke chains or prong collars) with an ID tag and current dog license tag; 3) Dogs must provide their own regular dog food for the duration of their stay; 4) Dogs may bring their own toys, blankets, etc. to be kept in their separate sleeping area; 5) Any medications to be administered must be properly labeled with the dog's name, the medication name, the strength of the medication, and the dosage directions; 6) Dogs left after 9:30a, but picked up by 12:30p on their pickup day will be charged an additional \$25.00/dog at the Late Pickup Half-Day Rate; 7) Dogs left after 12:30p, but picked up by 7:00p on their pickup day will be charged an additional \$32.00/dog at the Late Pickup Full-Day Rate.

## **RATES:**

- Interview Day \$32.00/dog (Trial day; dropoff between 6:30a-9:30a and pickup between 4:00p-7:00p)
- Overnight Rate\* \$42.00/night/dog
- Late Pickup Half-Day Rate\*\* \$25.00/dog picked up by 12:30p
- Late Pickup Full-Day Rate\*\* \$32.00/dog picked up by 7:00p
- Medication Administration Complimentary
- Add a Professional Pet Bath or Groom on your dog's pickup day to avoid the charge for a Late Pickup!

\*Overnight rate includes a one night stay from the morning of the day you dropoff to 9:30a on the following day. (We charge for the day you dropoff regardless of time, but not the day you pickup if you do so before 9:30a).

\*\*If you do not pickup your dog by 9:30a on your pickup day, you will be charged for a Late Pickup at the applicable Half-Day Rate or Full-Day Rate. Alternatively, we can transfer your dog to a bathing or grooming appointment at 9:30a to avoid the Late Pickup charge.

## SELF-SERVICE PET WASH POLICIES

*We have professional bathing and drying equipment for personal use by those who prefer to bathe their own pet! With no appointment necessary, our Self-Service Pet Wash is a convenient option for monthly baths to keep your pet in tip-top shape or for whenever your dog gets into something a little undesirable. All you need to bring is the dog! Includes use of an elevated bathtub, shampoo, towels, a grooming table, a blow-dryer, an assortment of brushes and combs, and nail trimmers for 30 minutes. The best part is once you're finished with the bath, you can leave the clean-up to us!*

**APPOINTMENTS:** The Self-Service Pet Wash is available by appointment or on a first-come, first-served basis. We are available for the Self-Service Pet Wash Monday through Friday from 6:30a-7:00p.

Kindly give 24 hours notice of appointment cancellation so that others are not waiting if you no longer need your reserved time.

**RULES TO WASH:** 1) Please do not leave your pet unattended at any time; 2) If possible, please use the pet stairs to get your dog into/out of the bathtub or onto the grooming table; 3) Please use the provided restraints to keep your dog from jumping out of the bathtub or off of the grooming table; 4) Please do not use the grooming table if your dog is too big or too nervous to do so safely. Sometimes dogs tolerate the blow-dryer better when they are in the bathtub; 5) Please leave towels, shampoo bottles, pet grooming tools, etc. in the bathtub and we will clean the mess; 6) Please ask if you have any questions or require assistance; 7) Thirty minutes time is included. If additional time is required, you may purchase another thirty minutes for an additional \$5.00 charge.

### **RATES:**

|                               |                     |  |
|-------------------------------|---------------------|--|
| -Any Size Pet                 | \$20.00 each        | -Toe Nail Filing: Can be added to a Toe Nail Trim for an |
| -Additional 30 Minutes        | \$5.00 each         | additional \$5.00. Uses a rotary tool to                 |
| -Toe Nail Trim (by our staff) | \$15.00-\$20.00/pet | file and smooth the nails.                               |

- Ask for our "Pet Wash Punch Card" to buy 10 and get 1 FREE! -

## PREMIUM PET SUPPLIES & OTHER POLICIES

*We offer a wide selection of high-quality pet supplies, including: Lupine collars and leads (guaranteed, even if chewed!), Fromm Family premium pet foods and treats, professional pet grooming tools, shampoos and conditioners, flea and tick treatments, car harnesses, car seat covers, biodegradable waste bags, pooper scoopers, Thundershirts, Nylabones, Kongs, lots of dog toys and more!*

**LUPINE COLLARS & LEADS:** High-quality, durable collars, leads, and keychains in a wide array of unique patterns to match anyone's individual style. Guaranteed for life, even if chewed! Now that is a guarantee that can't be beat! All you have to do is bring in your chewed/damaged collar or lead and exchange it for a new one in the same size!

**FROMM FAMILY PET FOODS AND TREATS:** Complete and balanced nutrition made with premium natural ingredients. Offering a wide variety of formulations that are prepared in small batches with a dedication to producing high quality, safe, and consistent pet foods.

**PROFESSIONAL PET GROOMING TOOLS, SHAMPOOS, AND CONDITIONERS:** The products we sell are the products we use! We can recommend and explain the proper tools and supplies that will work best for your particular dog's coat type and grooming needs!

**GIFT CERTIFICATES:** The perfect gift for that difficult-to-buy-for pet lover! Gift certificates are available in any amount or can be designated for a specific service, such as "One Full-Day of Doggie Play Care!"