



## Pool Policies and Procedures

### Preparing for The Dog Dive pool:

- **Have an appointment!** We don't do walk in requests. If you are late, that is time your dog will miss swimming. Your time will not be extended.
- **Do the grooming!** Your dog must be brushed and reasonably clean. Swimming is not a substitute for a bath. **Nails** must be trimmed and smooth.
- **Fleas:** Your dog needs to be flea free or will be refused service. **After using a topical flea treatment, schedule appointments to be at least 4 days after treatment.**
- **Feed your dog 2-4 hours before appointments or wait until after.** Cleaning up poop in the pool is an added expense for you and us.
- **Required Paper Work:** All Dog Dive paperwork is completed and ready to turn in before your appointment or is already on file.
- **Dress like having wet dogs rub and shake on you is the best feeling ever!** Feel free to bring a change of clothes, and remember the pool room will be warm during winter.
- **Wear sandals, water shoes, or clean athletic shoes to be on the deck.**
- **Bring favorite water toys or plan on using ours.**
- **Cancel appointments not later than 8 hours prior.** You will be charged in full for no show or ½ if notified later than 8 hour prior except in cases of emergency.
- **Do reschedule when it's not appropriate for your dog to be in the pool.** Dogs in heat, having open sores, eye/nose discharge, fever, infections, etc. are not allowed in the pool or on The Dog Dive premises. (Dogs with wounds under control may use daycare or open floor.)

### At The Dog Dive:

- **Arrive early: Potty your dog** once or twice before pool time. Poop in the pool is an added expense for you and us. **There is no Poop Fairy!** Clean up after your pet and dispose in designated containers. Feel free to get a poop bag from us.
- **Leash:** All dogs must be on a **4-6' lead** while on The Dog Dive premises. **No retractable leashes!** You may take the leash off when you are on the deck and the gate is closed.
- **Your dog must be under control!** Do not allow your dog to enter another dog's safe space – no matter how friendly they seem. Dog or owner out of control is reason for dismissal from the premises.
- **Designated waiting areas and paths:** Be in designated waiting areas or on set paths at all time waiting for, or going to and from the pool. Respect the double gating and step to the side to let the other dog come through (like on a single lane bridge).
- **Entering the ramp:** Your scheduled appointment time indicates when you may enter the ramp to the pool. You will be given a signal after 25 min. so you can get your dog out of the water, leash him/her and exit the ramp as your time ends. **Wait for the previous owner to leash and walk his/her dog down off the ramp before taking your dog up the ramp.**
- **Minors must be 14 or older to be on the deck.** Minors must be polite, under control, and understand dog etiquette or the dog's swim time will be terminated without refund and you will be asked to leave the premises.
- **Be responsive to staff cues.** When your dog is in an assisted swim, resist the urge to call out new directions if the staff has already given one. We will also listen to you – you know your

dog best. In free swim, listen and respond to all staff directions/cautions. We care about you and your dog's safety!

- **Potty again:** Take a break for a quick extra potty time during the swim session if your dog has any incontinence/bowel problems or if you have a longer swim time (45-60 min.)
- **Never, never** take your eyes off your dog during swim time – we won't if we are the ones working with your dog. If you have a phone call or conversation that can't wait, take your dog out of the pool and leash it until you are done.
- **Have fun!**
- **Do help yourself to the drying area.** We especially encourage you to take time to dry your dog thoroughly in the winter. Even after drying, we encourage you to pre-heat your car before putting your dog in it during cold weather. We just ask you to sweep up hair and place it in the provided receptacle after drying.

#### Other Considerations:

- **The Dog Dive LLC reserves the right to use dogs' pictures and videos taken by staff or offered by owners in ongoing media platforms.** This may include owner's image and/voice. The identification of the owner will be with permission only.
- **The Dog Dive LLC reserves the right to refuse service to any person/dog for any reason related to safety, cooperation with staff, or behavior that is disruptive to our mission of maintaining a holistic positive atmosphere for dogs' emotional and physical wellness.**
- **The Dog Dive LLC reserves the right to modify policies, hours, services and/or rates at any time without notice. We will honor the circumstances and expectations of any prepaid packages you already have within the best of our abilities.**
- **The Dog Dive LLC is not responsible for any incidences lost, damaged or stolen property which occur outside or inside its premises.**
- **Bowel movements** in the pool will immediately end the session and close down the pool. **The owner will be responsible for a \$50 charge the first time, \$150 charge a second time, and thereafter face a possible ban from the pool. Exception:** Dogs with known bowel control issues will have appointment times, separate swim fees, and precautions in place ahead of time, so will not cost the owner further in case of an accident.

**I have read and agree to The Dog Dive LLC's Policies and Procedures.**

---

**Signed**

**Dated**