

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 & Bathing, Doggie Play Care (Enrichment Daycare for Dogs!), Fun, Non-Traditional Dog Boarding, 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!

HOURS:	-Regular Business:	Monday-Friday	6:30a-7:00p
	-Pickups/Dropoffs Only:	Saturday/Sunday/Holidays Saturday/Sunday/Holidays	8:30a-9:30a 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. There is a processing fee for credit cards.

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 Dog Boarding, dogs must be spayed/neutered if 6+ months of age/vet-recommended age.

VACCINATIONS: All dogs must be up-to-date on the following vaccinations according to your veterinarian's recommendations: Distemper Combo (Distemper, Hepatitis, Parainfluenza, Parvovirus, etc.), 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 & BATHING

We offer full-service grooming and bathing tailored to meet the unique needs of your pet. From the smallest Chihuahua to the largest Saint Bernard, our experienced staff takes the time to ensure every pet receives a gentle, stress-free grooming experience. Whether your dog requires a simple bath or a complete grooming makeover with a specific style, we will make sure your dog leaves looking and feeling their absolute best!

Our Grooming & Bathing Services Include:

- Gentle Bathing:** Using high-quality, pet-safe shampoos and conditioners
- Blow-Dry & Brush-Out:** To leave your pet's coat soft, smooth, and tangle-free
- Toe Nail Trim:** To keep paws comfortable and nails healthy
- Ear Cleaning:** To ensure ears are clean and free from debris
- Full-Coat Grooming:** Including light trims, full-body haircuts, and de-shedding
- Breed-Specific Styling:** Customized to breed standard or your personal specifications
- Certified Professional Pet Groomers:** Our experienced pet groomers have been grooming dogs for over 15-20 years each

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 upcoming year's 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 \$17.00-\$24.00 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 \$7.00 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 \$7.00 charge. You may specify color.
- Collar Cleaning:** Can be added to any full-service bath or groom for an additional \$7.00 charge. Have a clean dog and a clean collar!
- 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 an \$18.00 fee.
- Skunk Treatment Fee:** Dogs that have been sprayed by a skunk require additional supplies and will incur an \$18.00 fee.
- Grooming Cancellation Fee:** A \$30.00 fee will be charged for each dog that does not show up to a scheduled appointment and does not call or text 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 (Enrichment Daycare for Dogs!)

We offer a safe, fun, and stimulating environment for your pup to burn energy, socialize, and enjoy supervised play throughout the day. Our Doggie Play Care program isn't just daycare—it's a day full of mental stimulation, socialization, and tailored enrichment designed to keep your dog happy, healthy, and engaged. Each day is structured with group activities that challenge your dog's mind and body, helping to reduce anxiety, build confidence, and encourage appropriate behaviors—all under the watchful eye of our trained pet-loving staff!

Our Doggie Play Care Service Includes:

- Supervised Group Play:** Based on the size and temperament of each dog
- Rest Periods:** To avoid overstimulation
- Structured Group Enrichment Activities:** Includes basic obedience practice and fun games
- Indoor & Outdoor Play Areas:** Indoor climate-controlled "doggie gymnasium" and outdoor securely-fenced "playgrounds"
- Positive Reinforcement:** Throughout the day to reward good behavior
- Trained Staff:** Custom staff training program including dog behavior, dog body language, and group play standards
- Optional Add-Ons:** Individual enrichment activities, grooming, bathing, and nail trim services available

INTERVIEW DAY: All dogs must complete an initial interview before being accepted into the Doggie Play Care and Non-Traditional Dog 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 the 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 recurring 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	\$38.00/dog	(Trial day; dropoff between 6:30a-9:30a and pickup between 4:00p-7:00p)
-Daily-Half-Day Rate	\$29.00/session/dog	(AM-session 6:30a-12:30p or PM-session 1:00p-7:00p; call for availability)
-Daily-Full-Day Rate	\$38.00/day/dog	(Full-Day 6:30a-7:00p; call for availability)
-Monthly-4 Day Rate*(1 dy/wk)	\$144.00/month/dog	(save \$8.00) (Attend DPC 4 days within 1 month from date of purchase)
-Monthly-8 Day Rate*(2 dys/wk)	\$272.00/month/dog	(save \$32.00) (Attend DPC 8 days within 1 month from date of purchase)
-Monthly-12 Day Rate*(3 dys/wk)	\$384.00/month/dog	(save \$72.00) (Attend DPC 12 days within 1 month from date of purchase)
-Add-On Individual Enrichment	\$4.00-6.00/activity	(Available activities include: Lick Mat, Frozen Yogurt Pup Cup, Treat Puzzle, Snuffle Mat, and more!)

*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 Dog Boarding charges, or any other services or products.

FUN, NON-TRADITIONAL DOG BOARDING

We believe your dog deserves more than just a place to stay—they deserve a welcoming environment where they can feel comfortable, cared for, and part of the pack. Our Fun, Non-Traditional Dog Boarding blends the best of cozy accommodations with plenty of playtime, rest, and attention tailored to each pup's needs. Your dog will enjoy supervised group activities matched to their energy and play style, enriching games to keep their minds sharp, and quiet downtime to relax and recharge. We focus on creating a low-stress, friendly atmosphere that makes every visit feel like a happy retreat!

Our Fun, Non-Traditional Dog Boarding Service Includes:

- Supervised Group Play:** Tailored by size and temperament of each dog
- Cozy, Comfortable Sleeping Quarters:** For scheduled rest periods to keep stress low and energy balanced
- Structured Group Enrichment Activities:** Includes basic obedience practice and fun games
- Indoor & Outdoor Play Areas:** Indoor climate-controlled “doggie gymnasium” and outdoor securely-fenced “playgrounds”
- Personalized Meal & Medication Management:** With careful attention and record-keeping
- Strict Cleaning & Sanitation Protocols:** To ensure a safe, healthy environment using pet-safe products
- Optional Add-Ons:** Individual enrichment activities, grooming, bathing, and nail trim services available

INTERVIEW DAY: All dogs must complete an initial interview before being accepted into the Doggie Play Care and Non-Traditional Dog 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 the Overnight rate.

RESERVATIONS: Non-Traditional Dog Boarding reservations are required. We are available for Non-Traditional Dog 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 checkout day will be charged an additional \$29.00/dog at the Half-Day Checkout Rate; 7) Dogs left after 12:30p, but picked up by 7:00p on their checkout day will be charged an additional \$38.00/dog at the Full-Day Checkout Rate.

RATES:

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| -Interview Day | \$38.00/dog | (Trial day; dropoff between 6:30a-9:30a and pickup between 4:00p-7:00p) |
| -Overnight Rate* | \$53.00/night/dog | |
| -Add Half-Day Checkout** | \$29.00/dog picked up by 12:30p | |
| -Add Full-Day Checkout** | \$38.00/dog picked up by 7:00p | |
| -Medication Administration | Complimentary | |
| -Add-On Individual Enrichment | \$4.00-6.00/activity | (Available activities include: Lick Mat, Frozen Yogurt Pup Cup, Treat Puzzle, Snuffle Mat, and more!) |
| -Add a Professional Pet Bath or Groom on your dog's checkout day to avoid the charge for a Half-Day or Full-Day Checkout! | | |

*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 checkout day, you will be charged for a Half-Day Checkout at the applicable Half-Day Rate or a Full-Day Checkout at the applicable Full-Day Rate. Alternatively, we can transfer your dog to a bathing or grooming appointment at 9:30a to avoid the additional charge