

The safety and happiness of all dogs in our facility is of the utmost importance, hence our requirement of an evaluation and our rules and policies. Dogs are sentient beings that are deserving of being treated with love and consideration of their mental state. Dog's behavior can change as things in their home life change, as they age, medical status, experiences on walks or the dog park, etc. We are always observant of possible changes and will keep owners updated.

### **Health**

DO NOT bring your dog if he/she is exhibiting indications of communicable disease or parasite infestation, such as worms, fleas, ticks, etc. If your dog starts to exhibit symptoms of such during a stay, depending on the severity and other factors, you may be responsible for the IMMEDIATE removal of your dog(s). No refund will be given. Most communicable diseases, etc, have an incubation period, during which time they are contagious, but show no symptoms. Your dog could be "sick" when they are dropped off, unbeknownst to the dog's owner, or Doggie Detailing and Resort staff.

Dogs over 4 months old must have up to date rabies vaccination per Michigan law. Puppies under 6 months must have a clean/negative fecal including Coccidia, Giardia, and intestinal parasites. Rabies is the only vaccine we require.

Year round flea/tick prevention is required, but can be a holistic option. Any dog that enters the facility with fleas/ticks will be bathed at OWNER'S EXPENSE.

### **Food/Medications/Supplements**

Food must be SEPARATED into baggies/containers per each feeding (1 baggie=1 meal). We accommodate any type of diet, and do have a fridge and freezer as needed. We will keep track of dogs whose eating habits have changed, and advise owner accordingly. If your pet is a "free feeder", we ask that you bring only the amount you think your pet will eat during that reservation.

If picking up 8-10am, we will have fed your dog breakfast. If picking up 4-6pm, you will feed dinner when you get home.

Necessary medication and supplements that your dog doesn't eat in his food will be given with PILL POCKETS or similar brand. These must be provided by owner. No cheese, peanut butter, etc. Please put the meds in the pill pockets, put in the appropriate food baggie, and label accordingly.

### **Photo and Video Release**

Doggie Detailing & Resort may use your dog's name and any image or likeness of your dog(s) taken while here, in any format, for use, at any time, in any media, marketing, advertising, illustration, or promotional material.

### **Personal Property**

Doggie Detailing & Resort will not be liable for any lost, stolen, damaged or destroyed personal property belonging either to you or your dog. Please see the What to Bring/What Not to Bring tab on the website.

If your dog causes any personal property damage to Doggie Detailing & Resort, or another dog or otherwise, you will be liable for the full cost of all treatment, repairs, and replacements.

### **Fees**

FULL PAYMENT IS DUE AT DROP OFF. All services must be paid in CASH ONLY. Boarding rates are on a per CALENDAR day basis.

### **Aggressive Dogs/Bite Risk to Other Dogs or People**

Aggression towards people: We have a ZERO tolerance policy for dogs that show aggression towards people, or exhibits any bite risk. There is trained staff here that can differentiate what is truly an aggressive/bite risk display. If captured on our security cameras, we will go over this footage with the owners. You will be fully responsible for the IMMEDIATE removal of your dog(s) in the event that any aggression occurs. No refund will be given. Your dog will not be allowed to return to Doggie Detailing & Resort if he/she exhibits aggressive behavior. Such determinations will be made at the sole discretion of Doggie Detailing & Resort.

Aggression towards other dogs: We are strict with our group play safety rules. We have trained staff that can differentiate between rough or vocal play styles and proper correction of one dog towards another, and true aggression that would make group play an inappropriate option. If captured on our security camera, this footage will be gone over with owners. Your dog will be separated from other dogs in our Private Play accommodations. No refund will be given. See "Private Play" below.

### **Intact Dogs**

Male dogs that have not yet been neutered will be required to stay in our Private Play accommodations if a: he is 6 months or older and is not known well by us b: no matter his age, is exhibiting "male" behaviors such as humping, marking, dominance displays, interest in mating, etc. Once neutered and given time for testosterone to fully leave the tissues, he may be reevaluated for group play. See "Private Play" below.

Female dogs that have not yet been spayed can be in group play as long as they are not in any stage of their heat cycle. During their heat cycle, they cannot board or daycare here. The scent an intact female gives off can negatively affect all dogs here. If your intact female enters a heat cycle while here, you will be responsible to IMMEDIATELY pick her up. No refund will be given.

### **Private Play Accommodations**

We are always looking out for the happiness of the dogs in our care. This is also true for our Private Play accommodations. Your dog may be asked not to return to Doggie Detailing and Resort if they exhibit fence fighting or other destructive behaviors in Private Play. If this behavior is extreme, or disruptive to the other dogs in the facility, you may be responsible for the IMMEDIATE removal of your dog(s). Such behaviors are indicative of an unhappy and stressed state of mind. No refund will be given.

### **Safety Guidelines for Entering and Exiting the Building**

Please always have your dog leashed. This is the first step in keeping your dog safe. We have slip leads available for you to borrow if needed. Please note that we do NOT allow the use of retractable leashes.

Only one client in the lobby at a time! If there is another dog and/or owner in the lobby, please wait. Do not come into the lobby unless we indicate that you can. In some circumstances we may come out and bring your dog in for you. Be aware that we have dogs arriving **and** leaving during our Drop Off/Pick Up Hours. If you are waiting in the foyer, please do not let your dog approach or jump on the person leaving. We may ask you to step outside, away from the door, if a dog is leaving.

If there is a line, please be aware and respectful of where you are in that line.

Please do not allow your dog to approach another dog. You have no way of knowing if the other dog is a Private Play client, leash reactive, protective of its owner, etc. Do not allow your dog to approach another person, especially if your dog may jump on them.

Do not approach another person's dog. You have no way of knowing if that dog has "stranger danger" tendencies, is in training, or is protective of its owner.

### **Safety Guidelines for DD&R Property**

Please stay off the grass to the south and to the west of the parking area and driveway turnaround! DD&R property ends at the gravel on the west side. Please do not trespass, or allow your dog to trespass on the neighbor's property.

There is a potty area by the oak tree on the north side of the parking area. Please pick up after your dog! Poop bags are provided. Just drop the bag in the blue garbage receptacle.

Please do not look over/into the outside fencing! This can be dangerous, as it is very scary to the dogs, like a stranger peeking in your windows. It can create a state of arousal that can lead to displacement behaviors directed towards the other dogs, or possibly towards the person looking over the fence.

### **Bark Policy**

They're dogs, they bark. We expect this. However, if they bark excessively, where we might get a noise complaint, or, more importantly, if they use their voice to escalate arousal, we do use bark collars. Arousal negatively impacts all dogs in the facility. We always start with beep and vibration. The purpose of a bark collar is to be ANNOYING enough to distract the dog from barking. We typically only use them during our drop off and pick up hours. In between we take them off the dogs that had needed them and use other techniques, such as redirection and noise aversion.

**Also see the Cancel/Deposit Policy: NEVER Any Exceptions**