HAPPY PAWS HANDBOOK

Questions & concerns: Email stefanie@happypawsdc.net

HappyPaws

4904 WISCONSIN AVENUE, WASHINGTON DC, 20016. Phone: 202-363-7297 Fax: 202-363-7296

POSSIBLE ILLNESSES AND INJURIES WHILE AT HAPPY PAWS

Everyone at Happy Paws is a dog lover and is fully committed to the health and well being of your dog. We are committed to creating a place in which dogs socialize and have fun in an environment that is cage-free and off-leash so that they can enjoy the full experience. We strongly believe in health, wellness and prevention when it comes to your dog. Despite all of this, please know that many like children at school, all dogs at are susceptible to, the following:

- Nicks, scrapes, and punctures
- Sore joints and muscles
- Fatigue
- Strained tendons and ligaments
- Various strains of kennel cough
- Airborne viruses
- Common colds

All parents that use our services acknowledge that these injuries and illnesses can occur and acknowledge that Happy Paws takes no liability if something should occur to your dog. **ALL DOGS PLAY AT THEIR OWN RISK.**

VETERINARY CARE

At Happy Paws, our number one priority is the health and safety of your dog. In the event that something should happen to your dog that requires medical attention, we will do everything possible to obtain the right treatment for your dog in a timely manner. In the event that we are unable to reach you in a timely manner for whatever reason, **WE RESERVE THE RIGHT TO MAKE MEDICAL DECISIONS ON YOUR BEHALF FOR THE CARE OF YOUR DOG. YOU WILL BE RESPONSIBLE FOR ANY VETERINARY BILLS THAT RESULT FROM GETTING YOUR DOG THE MEDICAL ATTENTION THAT HE OR SHE NEEDS.**

CURBSIDE PICK-UP/DROP-OFF

Please note that we are generally not able to accommodate requests for curbside pick-up or drop off of your dog. It is important that our staff be able to focus all of their attention on the dogs in our care. Please note that if we are able to accommodate such a request (this will be infrequent) you will be charged a fee each time we do so.

HOLIDAYS

In order to guarantee care during a holiday we highly recommend booking at least two weeks in advance of your dog's stay as we are very busy. To reserve a spot for 24-hour supervised care during any one of our holidays we require a nonrefundable deposit equal to the amount of one 24-hour period, unless a cancellation is made 48 hours in advance of your dog's scheduled time of arrival. Additionally, a holiday care surcharge for both day care and 24-hour supervised care applies for all holidays in order that we may remain open to the public.

PAYMENT

For stays of longer than one 24-hour period, you must leave a deposit in the amount of the cost of the projected stay with Happy Paws, either in the form of an approved credit card with a held balance or cash, otherwise your dog will not be accepted.

SPAYING & NEUTERING

Happy Paws requires that all dogs staying in day care be either spayed or neutered between the ages of six (6) and eight (8) months. We reserve the right to limit facility usage by members whose dogs do not comply with this policy.

TEMPERMENT

All dogs utilizing our Day Care or 24-hour supervised care services are temperament tested for suitability to socialize with other dogs. This helps to ensure the safety of all of the dogs in our care. Happy Paws reserves the right, without explanation, to restrict usage to any dog that It deems, in its sole determination, to be unsuitable.

THINGS YOU SHOULD KNOW ABOUT HAPPY PAWS

Feeding

Happy Paws is happy to feed any dog that is in our care for a minimum of eight (8) consecutive hours. If your dog is staying with us for less than eight hours you are responsible for his or her feeding. Our veterinarian strongly recommends that dogs be fed in a consistent manner (the same food in the same place) as much as possible. This promotes good health and reduces the number of upset stomachs. As always, the health and safety of your dog(s) is our number one priority. Happy Paw's in-house feeding times are: (1) early morning, generally between 6am and 7am; (2) Mid-day, generally between 11am and 12:30pm; and (3) early evening, generally between 4pm and 6pm. We can accommodate requests to feed dogs at another time. Only those dogs staying for more than a 24-hour period may be fed during the morning feeding. If you are coming in for day care, please feed your dog before your arrival or in the evening after checkout. If your dog is staying with us for more than eight hours, and you would like him or her fed, you must supply us with food for each meal. You must package your dog's food in individual meal-size portions. Each package should represent one meal, and each meal should be clearly marked with your dogs' name and any special instructions. Pre-packing meals in this fashion ensures that your food supply is not depleted prematurely and that your dog is fed the usual amount. We encourage you to provide us with an extra meal in the event that you are delayed in picking up your pet. We are not responsible for extra food and/or containers, and these will be disposed of at the end of your dog's stay. Unless you use our services on a daily basis, we will **NOT** store food for you. After your dog leaves, any excess food that you leave **WILL BE THROWN OUT.**

Treats

You may bring your own treats for your dog while staying in Happy Paws. We can also supply a variety of all natural and tasty treats to your dog for a nominal charge. These special treats are the icing on the cake for a fun-filled stay. All Happy Paws treats are 100% natural, free of any by-products, and full of wholesome goodness for your dog.

Medications

In limited cases, and only where medically necessary, we will administer oral or topical medications to your dog. Our staff will NOT be responsible for labeling your medications. To ensure that we administer medications correctly you MUST clearly label containers with:

- Your dog's name
- Dosage
- Frequency and times of administration
- Whether consumed with or without food

Your medications should be placed in the original container that you received from your Vet. Review medication instructions at the time of reservation and the time of check-in. Please do NOT mix your dog's medication in with his food.

Crates for Feeding and Downtime

While we are a cage less and off-leash facility, certain activities must be conducted individually for safety reasons. We have crates in our facilities that are sometimes used to feed certain dogs, and are also used for rest and downtime for certain dogs in certain situations. If you would like to know more about how and when we use these crates please ask.

Leashes & Collars

All dogs must wear leashes and a secure collar or harness when brought to Happy Paws. Although owners' leashes will not be used when your dog is in our care, dogs must be transported to and from Happy Paws with their own leashes. Please do not use a flexi-lead, as we believe those leads to be unsafe. Dogs must have secure collars or harnesses to wear during their day at Happy Paws-**DOES NOT TAKE ANY RESPONSIBILITY FOR ANY DAMAGE THAT MAY OCCUR TO YOUR DOG'S LEASH, COLLAR OR HARNESS WHILE IN OUR CARE.**

Toys, Blankets & Beds

For 24-hour supervised care visits, we provide the dogs with bedding. If you would like, you may bring your dogs' own bed or blanket. This will allow us to make your dog comfortable with his/her familiar belongings at bedtime. If you choose to bring any belongings, and wish to have it returned upon checkout, please mark it clearly with a permanent marker. We recommend that you **NOT** bring toys of any sort to Happy Paws as other dogs will often be jealous and the toy will be destroyed.

HAPPY PAWS WILL NOT TAKE RESPONSIBILITY FOR ANY PERSONAL BELONGINGS THAT YOU MAY LEAVE WITH YOUR DOG.