



## Dear Pet Parent,

Thank you for choosing **Paws up! Daycare & Training** for your dog's daycare needs. In addition to appreciating your business, we will work hard to demonstrate that you made the right choice when deciding to bring your dog to play with us. This letter will provide you with an overview of our operation, how your dog will spend its day, services and fee schedules, and other useful information.

When working with the dogs at daycare, our goal is to encourage good behaviors (i.e. name recognition, coming when called, playing well with a variety of dogs, etc.) while discouraging negative behaviors (i.e. barking, aggression, jumping, chewing, digging, separation anxiety, etc.). We use positive reinforcement training techniques that motivate dogs to behave by associating desired behavior with a positive experience, i.e. treats, verbal praise, affection, attention, etc. Undesired behavior is discouraged by the absence of a positive experience (such as withholding treats, verbal praise, affection or attention, etc.), which to the dog perceives as a negative outcome. These same techniques are used at the daycare and taught to all employees supervising dog play groups.

**Paws up!** never uses chain, prong and/or shock collars as means of controlling or correcting behaviors. In a play group environment where there are large groups of dogs, the staff members are trained in the use of any or all of the following techniques and methods when supervising a play group to head off aggressiveness, fighting, fence fighting/barking, digging, mounting, etc.

- **Redirecting** – Staff distract the dog's attention from the source of stimulation and focus the dog's attention on something else.
- **Splitting** – Staff walk between two or more dogs to break their concentration/stare on each other; staff may also use their body to drive one dog away from another until either dog loses interest.

- **Three strikes** – giving a dog three opportunities to correct its behavior and if they do not then the dog is removed from the area for a short time out (approximately 10 minutes).
- **Water bottles** – Staff may spray dogs with water bottles as a means to interrupt and/or distract a dog from negative behavior, such as mounting, aggressiveness, digging, etc.

With four large yards, a barn and four indoor play areas your dog will not only make a lot of new friends of both the human and dog species, but will also come home tired. All of this space allows *Paws up!* to cater to the needs of differing play styles and energy levels among the various dogs. Multiple play groups are often created and the personality of each dog helps determine which group they will have the most fun joining.

On the first visit, when you pick your dog up you will receive a verbal report from staff that will tell you who s/he played with that day, how they behaved, and descriptions of what your dog did during the day. We take photos of every dog that attends and post them on our Facebook page daily.

Visit and like our Facebook page at this link: <https://www.facebook.com/pawsup.daycare> or search us up as Paws Up Doggy Daycare!

We do not have a mailing address. Please deliver all paperwork in person or through our Gmail at [pawsupdaycare@gmail.com](mailto:pawsupdaycare@gmail.com)

## ***A typical day at daycare...***

**6:30am- 8:30am** - Drop off time: Dogs are dropped off by their owners and then integrated into one of the outdoor play yards, indoor rooms, or crates. Play groups are set up based upon each dog's temperament, size, and individual desire.

**8:30am – 11:30am** - PLAYTIME!! Dogs are free to RUN and PLAY, both outside and inside, with staff supervision at all times. During cold or wet weather, areas inside of the house and barn provide plenty of room for dogs to continue their play without being exposed to the harsh elements. When the summer months are here, small wading pools are filled so that the dogs may splash around and cool off or find one of the many shady areas in the yards and house.

[12pm-12:30pm](#) - Pick up time for half-day clients. Also, food or snack time, nap time with beds for interested dogs, toy playtime and pets/rub downs/massages for all dogs wanting this kind of attention.

[1pm-2:30pm](#) - More playtime!

[3pm-3:30pm](#) - Pick up time for three-quarter day clients.

[3:30pm -5:00pm](#) - More playtime!

[5pm-6:30pm](#) - Pick up time for full day clients.

*If needed, clients may **schedule** to drop their dog(s) off earlier than 6:30am or pick up after 6:30pm.*

*Please note that arrangements for these early/late times must be made at least 24 hours in advance to ensure adequate staffing.*

## **Drop Off/Pick Up Protocol**

**Drop Off** – When bringing your dog to daycare, please comply with the following requests to ensure that things go as smoothly as possible for you and your dog.

- **Please don't let your dog have nose-to-nose contact with another dog while on leash in the parking lot.** If another owner has already unloaded their dog and is leading it to the office, it is good etiquette for you to wait in your car until they have gone through the wooden gate and closed it behind them.
- **Please make every attempt to prevent your dog from making contact with other dogs through the gate that is right next to the office door to avoid any growling or snarling incidents between dogs.**
- **Please do not approach any of the fences.**
- If another dog and/or owner are already in the office, please wait with your dog in the patio area just outside the office until the dog in the office has been moved into another area of the house or you receive a verbal "ok" from a staff member to bring your dog in.
- Clients are asked to please provide notification if they will be unable to bring their dog(s) on a scheduled day or days. Email cancellations should be received at least 48 hours in advance and a 24-hour notice is requested when done by phone. Failure to provide proper notification may result in a fee charge to the client when a scheduled dog is a no-show.
- As a courtesy to the daycare staff, please call the office if you will be late dropping your dog(s) off.

**Pick Up** – Likewise, the following suggestions will make your reunion with your best friend at the end of the day one that is joyful and stress-free.

- Upon arriving to pick up your dog, please go directly to the office and avoid greeting your dog through the fence. Doing this will prevent yours and other dogs from getting overly excited and potentially redirecting any aggression onto each other.
- Please provide notification by phone to the daycare staff if you will be unable to pick your dog up by 6:30pm.

## Daycare Rates

|                  | <i>Single Dog</i>  | <i>Double Dog</i> |
|------------------|--|-------------------|
| <b>½ DAYS</b>    | <b>Drop Off: 6:30am-8:30am<br/>Pick Up: 12pm-12:30pm</b> | 5% off per dog    |
| <b>ONE</b>       | \$22   | \$40              |
| <b>FIVE</b>      | \$105  | \$195             |
| <b>TEN</b>       | \$200  | \$380             |
| <b>FIFTEEN</b>   | \$285  | \$555             |
| <b>¾ DAYS</b>    | <b>Drop Off: 6:30am-8:30am<br/>Pick Up: 3pm-3:30pm</b>   |                   |
| <b>ONE</b>       | \$32   | \$57              |
| <b>FIVE</b>      | \$155  | \$280             |
| <b>TEN</b>       | \$300  | \$550             |
| <b>FIFTEEN</b>   | \$435  | \$810             |
| <b>FULL DAYS</b> | <b>Drop Off: 6:30am-8:30am<br/>Pick Up: 5pm-6:30pm</b>   |                   |
| <b>ONE</b>       | \$42   | \$75              |
| <b>FIVE</b>      | \$205  | \$370             |
| <b>TEN</b>       | \$400  | \$730             |
| <b>FIFTEEN</b>   | \$585  | \$1080            |

- Passes expire 5 weeks from the day of purchase and should be renewed on a monthly basis
- Once a week visitors are restricted to paying by the day or the 5-day passes, twice a week visitors are restricted to 10-day or less pass, and so on and so forth to match the 5 week expiration policy
- Clients who communicate thoroughly about schedule changes involving the need to travel, board, or other household emergencies can have up to two weeks of a grace period on their current pass
- Cancellations after 12pm on the day before your dog's next scheduled visit are subject to cancellation fees of up to the price of the requested services for that day
- There are also fees for late drop-offs, late pickups, and for no shows. Timely communication can reduce the fee amounts
- **No drop-offs later than 9am**, we assume you will not be in if we haven't heard from you by 8:45am
- Triple, quadruple, and 20-day passes and prices are also available to those who inquire and qualify. Twenty-day passes have the same \$3 per day discount as the 15-day passes

## Boarding Rates

**Single dog-** \$62 per night

**Double dog-** \$95 per night

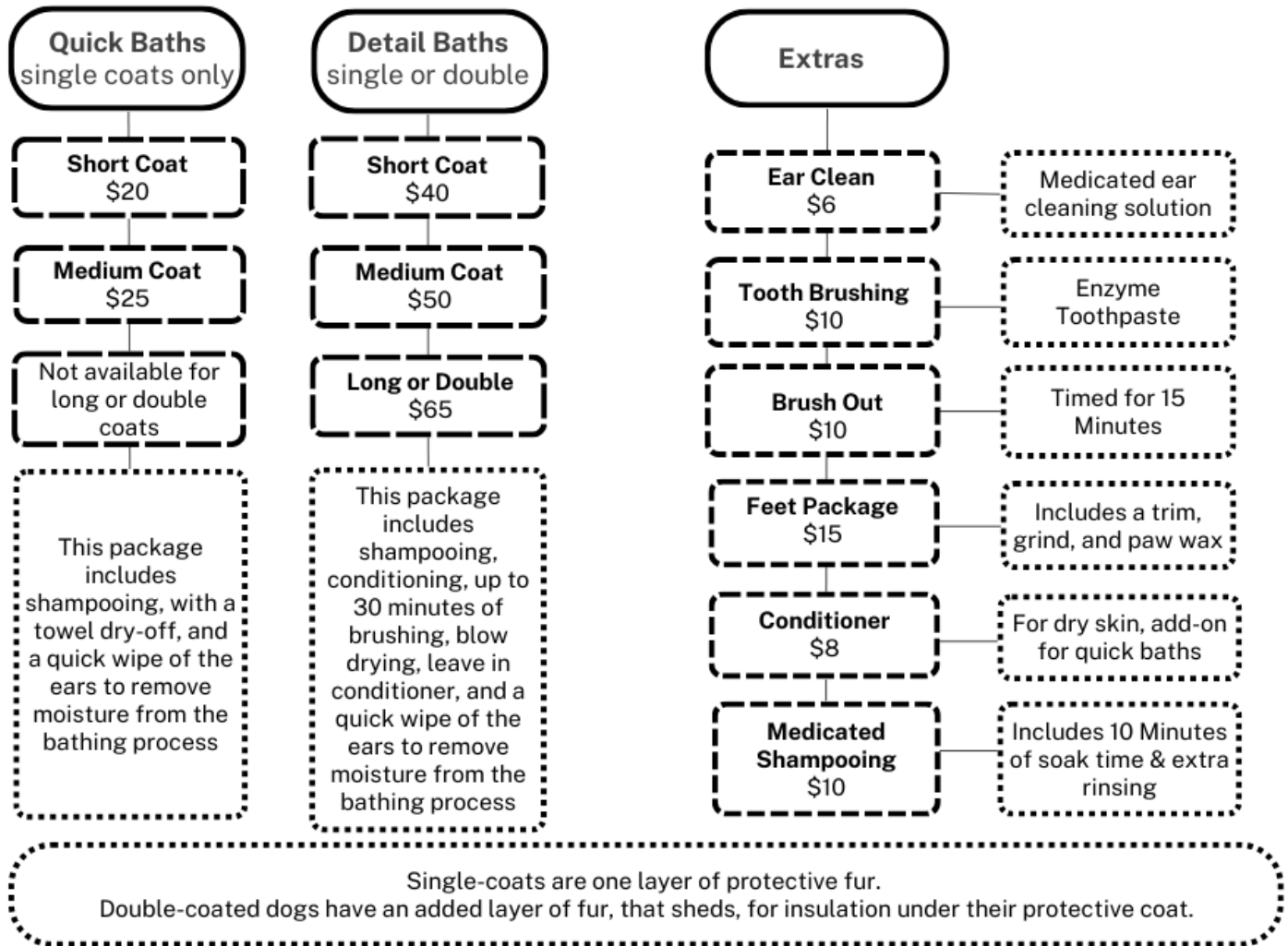
**Triple dog-** \$127 per night

## Requirements from owners for boarding:

- Pet must attend daycare at least once a week to qualify for boarding
- New client pets must attend at least three to five times before they can qualify for boarding
- Provide daily food/medication rations with instructions on how and when to administer
- Boarding payments are due at the time of service if the beginning service date is on or before the 15th of the month. All boarding reservation payments will be due by the 15th of the month if the date is on or after the 15th of the month
- Cancellations must be submitted at least one week before the date of service to avoid cancellation fees which vary in price based on communication levels and attendance history
- Boarding drop off times coincide with the daycare drop off window of 6:30am to 8:30am
- The last day of boarding will be considered daycare only and will follow the daycare pick up window and fee schedule. Pick-ups can be arranged during the normal daycare drop off window to avoid daycare charges on the last day.
- NO SUNDAY drop-offs or pick-ups
- A full-day pass may be bought and used to take advantage of the daily multi-pass discounts, and a flat \$20 boarding fee will apply for each overnight. Please ask for this option if you want it
- ★ Some exceptions may apply, please feel free to ask about scheduling needs that fall outside of these parameters

**Paws Up Provides:** Daycare service, human supervised overnights, feeding, medicating, daily photos, necessary equipment such as leashes, bowls, bedding, kennels, chews, and toys

## Grooming Services (by appointment)



Warm regards,

Aixa Tearne, Amber Tait, and Desiree Widdows

Owners/Managers at *Paws up! Training/Daycare/Boarding*

2200 W Sunset Rd, Tucson AZ 85741

(520) 771-5711 office - call or text



## DAYCARE ENROLLMENT FORM

### Owner Information

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Street

City & State

Zip Code

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Mobile Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Alternate Emergency Contact Name/Phone: \_\_\_\_\_

### Dog Information

Dog's Name: \_\_\_\_\_ Breed: \_\_\_\_\_

Color: \_\_\_\_\_ Age/Date of Birth: \_\_\_\_\_ Weight: \_\_\_\_\_ Sex (circle): M/F

Veterinary Office/Doctor: \_\_\_\_\_ Phone: \_\_\_\_\_

1. Is your dog spayed/neutered? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, at what age was s/he spayed/neutered? \_\_\_\_\_

2. Does your dog have any food/medication allergies? If so, please list below.

3. Has your dog ever growled at anyone? Yes \_\_\_\_\_ No \_\_\_\_\_

3. Has your dog ever been in a dog fight? Yes \_\_\_\_\_ No \_\_\_\_\_
4. Does your dog have any fears? Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, please provide a brief description.
5. Is your dog an escape artist? Yes \_\_\_\_\_ No \_\_\_\_\_
6. Has your dog ever tried to jump a fence or dig out of a yard?  
Yes \_\_\_\_\_ No \_\_\_\_\_
7. Does your dog enjoy playing with other dogs? Yes \_\_\_\_\_ No \_\_\_\_\_
8. Would you consider your dog's personality to be dominant or submissive?  
Dominant \_\_\_\_\_ Submissive \_\_\_\_\_
9. What type of training has your dog had?
10. Has your dog ever been to a dog park? Yes \_\_\_\_\_ No \_\_\_\_\_

### **Dog's Medical History**

11. Does your dog have any health problems? Yes \_\_\_\_\_ No \_\_\_\_\_  
If yes, please provide a brief description below.



12. Please list any medications your dog is currently taking.

13. Does your dog have any sensitive areas or pre-existing injuries?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, please provide a brief description below.

14. Please list any food allergies/other restrictions your dog may have while attending daycare.

15. Will your dog need to be fed at daycare? Yes \_\_\_\_\_ No \_\_\_\_\_

Please tell us how you heard about Paws up! Training, Daycare/Boarding; ie, Google, Yelp, Word of Mouth (who):

# Health Form and Waiver of Liability

Proof of current vaccination records are required before the day of your dog's interview.

- *I attest that, to the best of my knowledge, my dog(s) is/are free from both internal and external parasites and is/are in good health.*

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*Owner Signature/Date*

- *Although Paws Up! Daycare takes every precaution to avoid injuries and disease by grouping dogs that enjoy each other and verifying all vaccination requirements with attendant dogs, I understand that my dog's participation in Paws up! Daycare includes group socialization playtime which could expose my pet(s) to injuries and/or virus/disease.*

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*Owner Signature/Date*

- *In the event of a medical issue, Paws up! will contact me and/or my preferred veterinarian, but I authorize Paws up! Daycare to seek emergency care with another veterinarian, if need be.*

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*Owner Signature/Date*

- *I authorize pictures of my pet(s) to be taken and distributed to the Paws up! client list via email, as well as possible posting on the Paws up! Website.*

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*Owner Signature/Date*

- *I understand that by signing this waiver I am releasing Paws up! Daycare facility and its associates from liability resulting from some or all of the above circumstances.*

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*Owner Signature/Date*

- *I authorize my dog to be transported to or from the daycare and boarding facility should I choose to board or shuttle my pet.*

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*Owner Signature/Date*

- *By signing this contract, I am acknowledging and agreeing to comply with the parking lot protocol and appointment and cancellation policies.*

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*Owner Signature/Date*

**For office use only:** Copies of vaccine records have been given to the daycare staff? Yes/No

**Employee Initials & Date** \_\_\_\_\_