

Injury and Illness Policy

Injury and illness are not common here, the number of injuries here is extremely low, and any injuries are normally fairly minor and easily treated. That is not to say that we don't take them seriously. We try to learn and improve from every situation, but these risks exist any time that dogs are in group play. This is a risk you take when bringing your dog to daycare, similar to taking your dog to the park or beach. The risk is actually much lower here because of our controlled environment, knowledge of dogs and behaviours, and our vaccination requirements.

Part of dog daycare and boarding is that the owner assumes the risk that dogs can get scratched or bitten and the owner is responsible.

In addition, if your dog requires medical attention and we cannot reach you, we must take your dog to a nearby vet of our choice, and you would be responsible for the costs associated with this visit.

How We Help Minimize the Risk of Bite and Injuries or Illness:

- We limit the number of dogs in play so there are not too many in one room at one time. This is why we require reservations.
- Dog here are always supervised, so we never leave dogs alone in play.
- Dogs here for long boarding stays get extra nap time.
- We don't allow dogs in play who show patterns of unacceptable aggression, as obviously it is our goal that no injuries occur. It can sometimes be challenging because a dog could snap unpredictably due to being tired or overwhelmed. If a dog shows a pattern of snappy behaviour, growling, etc. it would very likely be pulled from play. We are the sole judge of whether a dog can come back into play in the future.
- We do not allow dogs in play who are not spayed or neutered after, as this can lead to aggression from the other dogs. This is for your dog's protection.
- Dogs cannot be in play if they become aggressive towards specific breeds, sizes, colours, and so forth. It would be impossible for us to guarantee that your dog would never come in contact with another based on such specific criteria.
- We train our staff on behaviour that is common for dogs, and even for specific breeds. This helps them watch for warning signs and de-escalate play when possible.
- We ask all new boarding customers to bring their dog in for a free trial day of play before their first stay with us. This helps understand how the dog will be in play and take any corrective action if necessary.
- Some dogs just need a break from the stimulation, and we watch carefully for this, giving extra nap time when it seems appropriate and necessary.

- If a dog shows any sign of contagious illness, we immediately remove any dog from play who shows signs of contagious illness, and get it to the vet immediately if necessary.
- Like humans, a dog can have a weak immune system and be more prone to illness than others. This is especially true with puppies and older dogs, but is entirely possible with dogs of any age. A weak immune system can be caused by factors such as their food, whether they have a chemical deficiency, a thyroid problem, whether they are around other dogs often, their age, and how much exercise they get.

Veterinary Care

Your dog may need to go to the vet for either illness or injury while here for daycare, and if so, you are solely responsible for directly paying for the veterinary costs, whether we transported it or you did. If we cannot reach you, we would make the decision about which vet to go to, which will normally be based on proximity, hours, wait time, cost, quality, reputation, and capabilities. We would not go to a vet that we believe provides poor-quality care, and we have no financial relationship with any vet whatsoever. It may not be your normal veterinarian. If not, you could certainly have an emergency contact take your dog to any vet of your choice.

If we take your dog to the vet, they may likely call you for authorisation and to discuss payment obligations, before providing any medical care. If the vet cannot reach you, and the dog requires immediate and urgent care, we may need to sign in order for them to proceed. You would be responsible for payment in this scenarios.