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Contact number : 066 094 8334
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INFORMATION PACK OF PAWSOME PUPS DOGGY DAYCARE

A GENERAL INFORMATION

1. Site visits can and will only take place on pre-arranged appointments.

2. We are open for administration from 08:00 to 17:00 on weekdays only. We are working with your fur kids so we may not be able to respond immediately to calls, WhatsApp, and / or emails. We will respond as soon as possible.

3. Prohibited dogs includes but are not limited to larger and extra-large breeds and power breeds. These, as well as known aggressive dogs of any breed are not permitted in our highly social and active environment at Pawsome Pups Daycare.

4. Prohibited dog behaviour includes but is not limited to dogs that have drawn blood from other dogs, animals or people in a sustained attack or fight. Dogs who display any sort of aggressive behaviour at Pawsome Pups Daycare will immediately be suspended / expelled (depending on the severity of the issue) in a “one strike” policy. There will be no credit or refund in this instance and our cancellation policy remains in effect.

5. Prohibited behaviour by owner:

a. Being rude or disrespectful towards any of our staff.
b. Being dishonest about your fur kid’s health.
c. Being dishonest about your fur kid’s temperament, including but not limited to aggression and or sensitivity to other dogs and people, excessive barking, etc.

B. BOOKING AND OPERATING PROCEDURE FOR THE DAY CARE

1. Complete the Application form, initial each page and sign the last page with a witness.

2. Once we have received your completed and signed application form, we will contact you to arrange a suitable date and time for an assessment.

3. At the assessment, we will meet your fur kid.

   a. Your fur kid will then spend the day with us to ensure he/she is suitable for the day care.
   b. Please pack and clearly label a lunch box if your pup still eats lunch.
   c. He / she must be on a flat collar or harness with a lead.
   d. The cost for the assessment is R300 cash, paid on the day.
   e. Assessment day: Drop off: 09h00
      Pickup : 15h00
      Or as per arrangement

4. Enrolment will be confirmed after assessment, and we will then discuss when you would like your fur kid to come to day care.

5. Drop off and Pickup procedures for day care only:

   a. Full day care is from 07h00 till 17h30 or as prior arrangement.
   b. 15 Minute grace period, may be provided for clients, to pick up their fur kids after 17h30. Thereafter it is R100 per hour or part thereof.
   c. No credit and or refund for early departure and days not attended.
   d. If you are running late, please inform us on our WhatsApp number.

6 Drop off and Pick up procedures for boarding.

   a. Drop off from 08h00 and pick up till 09h00 the following morning.
   b. 15 Minute grace period, may be provided for clients, to pick up their fur kids after 09h00. Thereafter a day care fee is applicable

7. Your usual and preferred pick up and drop off times will be noted.

8. No fur kid will be released to any person other than the parents and or a preregistered alternative caregiver. Proof of identity needs to be provided, and arrangements need to be made with us beforehand.

C. BOOKING AND OPERATING PROCEDURE FOR BOARDING SHORT AND LONG STAY

1. Complete the Application form, initial each page and sign the last page with a witness.

2. Once we have received your completed application form, we will contact you to arrange a suitable date and time for an assessment.

3. At the assessment, we will meet your fur kid. The assessment must be on a day prior to when your fur kid will be staying with us.

   a. Your fur kid will then spend the day with us to ensure he/she is suitable for day care.
   b. Please pack and clearly label a lunch box if your pup still eats lunch.
   c. He / she must be on a flat collar or harness with a lead.
   d. The cost for the assessment is R300 cash, paid on the day.
   e. Assessment day:
      Drop off: 09h00
      Pick Up: 15h00
      Or as per arrangement

4. Enrolment will be confirmed after assessment, and we will then discuss when you would like your fur kid to come for sleep over.

5. Drop off and Pickup procedures for boarding:

   a. Boarding is booked on a 25-hour day principal from 08:00 till 09:00 the following day.
   b. Pickup after 09:00 will be billed at the normal applicable daycare rate
   c. No credit and or refund for early departure and days not attended

6. No fur kid will be released to any person other than the parents and or a preregistered alternative caregiver. Proof of identity needs to be provided or prior arrangement need to be made with us beforehand.

D. REFUSAL OF ENTRY

We reserve the right to refuse entry to any fur kid and owner which does not meet the required criteria applicable on the terms and conditions of Pawsome Pups Doggy Daycare.

E. HUMAN KIDS UNDER 16

No person under the age of 16 is allowed in the doggy day care play and house areas unsupervised. If supervised, it is at own risk.

F. ABANDONMENT

In the event of the fur kid being left at Pawsome Pups Doggy Day Care for a period longer than 48 (forty-eight) hours without contact from the owner or the listed alternative contact making alternative arrangements, the owner/s will be deemed to have abandoned the fur kid. Pawsome Pups Doggy Day Care reserves the right to take the necessary steps to limit the exposure to unnecessary cost without further notice to the Owner. The Owner will remain liable for any costs incurred in this process.

G. WE REQUIRE THE FOLLOWING INFORMATION FROM EVERY FUR KIDS PARENTS

1. Vaccinations and Sterilization: Booklet or proof of vaccinations. All vaccinations must be up to date. This includes all annual vaccinations, including DHPP: (5-in-1) Rabies and Kennel Cough vaccinations.
   Due to the amount of dogs coming through our day care, we require vaccinations to be given annually. We will not accept dogs that only receives vaccinations every 3 years. Puppies have to have had their 3rd set of vaccinations.
   (Please bring your fur kid's vaccination booklet and a copy with, upon registration and every year thereafter)

   Sterilization certificate or proof thereof: All fur kids attending day care needs to be sterilised by 6 months of age. No dogs on heat will be allowed on the premises.
   We understand that the recommendation is to sterilize larger dogs when they are a bit older (6-8months in small dogs, 6-18 for large dogs). Unfortunately, to maintain a safe environment for all dogs, unsterilized dogs over the age of 6 months will not be accepted by the day care.

2. Tick and flea control: To keep our environment and guest's parasite free, we require our guests to be on a regular tick and flea prevention program.

3. Deworming: Your fur kid must be up to date with deworming, in order for us to maintain a parasite free premises. It is recommended that deworming be done every 3 months. Proof of this needs to be presented, including the product used and date of deworming.

4. Appropriately socialized fur kids: Our guests socialize in groups, in designated play areas, so your fur kid must be comfortable with group play. Un-socialised, aggressive fur kids (towards both humans and other fur kids), chronic barkers and fence jumpers will not be allowed at Pawsome Pups Doggy Day Care

5. List of allergies and special needs details, such as medical conditions and phobias (i.e scared of storms, fireworks etc).

   Please pack the necessary calming medication for thunder, fireworks etc with clear written instruction if needed.

6. A copy of parent ID and proof of residence

7. Dog food: You are required to provide your own food for your fur kid for the duration of their stay.

   We ask that you pack their food in a marked sealable container with instructions and allergies.

   (Pawsome Pups Doggy Daycare does not provide meals, due to the variety of dry foods available on the market, diverse nature of preferred food and possible allergy issues.)

   We at Pawsome Pups Doggy Day Care advise bringing the fur kid(s) own personal bedding. There is no guarantee that it will be returned in the same condition as received.

8. Chronic Medication: We are able to administer “run of the mill medications” to your fur kid. Please mark all medication with your fur kid’s name as well as written directions for administration. We ask that you pack their medication in a marked sealable container.

9. Vet: Your regular Vet’s name, contact number, and address.
   You as parent is responsible for all costs with your vet should a visit to the vet be needed. We do highly recommend that you do take out pet insurance for your fur kid/s. If we are concerned about your fur kid’s health or if your fur kid gets injured, we will contact you first before taking your fur kid to the vet.

H. GENERAL HEALTH AND WELLBEING

1. Like their human parents, all our fur kids run the risk of picking up all sorts of infectious diseases. Especially when they go out of their homes on walks, or to socialize with other fur friends. Even going to the Vet for routine procedures may expose them to these. Some of the more common ones in dogs are; kennel cough, gastroenteritis, and conjunctivitis.

2. If we notice that your fur kid is not feeling well, for whatever reason, we will let you know. We do not readily take our fur kids to the Vet for superficial scrapes and grazes or the odd loose stool. It further allows you to personally attend to your fur kid’s wellbeing.

3. Should you, however elect, that we take your fur kid to the Vet; all the costs are for your account and must be settled direct with the Vet

4. We are unfortunately not able to take the risk of enrolling fur kids with diabetes and or epilepsy.
   (Also see our release of liability, waiver of claims, assumption of risks and indemnity clause)