

Town & Country Animal Care Center's
Doggie Daycare
2010 North Salem Street Apex, NC 27523
919-387-7833 919-363-5077 (fax)

Dear Daycare Client:

As we take time to review our daycare program and confirm we are providing the very best in one of the fastest growing services in the country, we would like to inform you of various impacts of attending daycare. Town & Country strives to provide the best daycare program and believes the majority of dogs benefit from this social experience. It is our goal for every daycare dog to receive the ultimate in exercise and socialization in a safe, stimulating environment. We are proud our facility boasts spacious, securely fenced outside grounds, including two large Astroturf play yards complete with dog playground equipment, a pool area, a swimming pond and nature trails. In addition, our fully air conditioned/heated kennel has large suites with covered outside yards, and a training room where play groups can romp in inclement weather.

All daycare dogs must pass an evaluation before being admitted to the program, and we screen out any dogs whose temperament is inappropriate for group play. As daycare providers we are obligated to our clients to ensure we will focus on this issue. All play groups are carefully selected based on size, age and temperament, and only seven or fewer dogs are placed in each group as a safety factor. All activities are supervised by staff members who are knowledgeable in dog behavior. Unfortunately, some dogs can learn to be a bully while attending daycare. While this is certainly a behavior no one wants in their daycare groups it can happen. Our staff members understand dog behavior and recognize subtle signs in body language. If this behavior is demonstrated by any doggie daycare participant, he/she will be removed from its playgroup. Our daycare supervisor will alert you of the behavior and suggest appropriate training classes so he/she may rejoin their play group in the future. Any dog that has had a lapse in daycare participation for a period greater than two (2) months is required to be re-evaluated before returning to our doggie daycare program.

To better serve our daycare clients, Town and Country has extended pick up hours for pets participating in our daycare program only. If you have purchased one of our daycare packages, choose to leave a credit card on file for the day's charges or prepay at drop off for your pet, our doggie daycare program is open until 6:00PM. A \$1.00 per minute charge will be automatically added to the pets account for daycare participants not picked up by 6:00PM.

Most daycare participants attend on a regular basis, usually several times each month. As the daycare program has grown we have begun to offer this as an additional service while your pet vacations. Due to its popularity, we have instituted the following guidelines and rules for the vacationing pets requesting daycare. We will adhere strictly to each.

1. Dogs who are regular participants of doggie daycare are pre-approved for this service during any boarding visit. The cost of daycare during the boarding stay is charged at a discounted rate in addition to the daily boarding rate. Any pet participating in doggie daycare while boarding must be picked up before 6:00PM on the scheduled check out date **** A regular participant is considered a dog that has attended our daycare a minimum of four times in the four weeks prior to the boarding visit. ****
2. Dogs who do not meet the minimum required visits will be charged the regular daycare fee, charged as an additional service. This charge is in addition to the regular per day board rate. No discounts will be offered to non-regular participants. Service can/will be canceled if temperament is deemed unsuitable by daycare supervisor.
3. If deemed necessary by the Daycare Supervisor, a re-evaluation fee will be charged for the first day of doggie daycare. If the dog is deemed safe each additional day is charged at the regular daily rate. This charge is in addition to the boarding fee.
4. **Vaccination Requirements:** All dogs attending daycare must be current on all vaccines, including Rabies, Bordetella and Distemper-Parvo (DHLPP). We require the Bordetella vaccine to be given every six months. Exceptions to this policy will be for dogs that experience allergic reactions to vaccines or those on a rotational vaccine protocol. A written statement from owner's veterinarian is required for this exemption. Dogs participating in daycare must be dewormed using either Drontal Plus or Panacure a minimum of 3 days and a maximum on 1 month prior to their initial evaluation. We require that daycare pets be dewormed every six months using either Drontal Plus or Panacure to continue to participate in our program. The only exception for this requirement is pets using Interceptor or Sentinel for their monthly heartworm treatment. These two preventions protect against intestinal worms, including whip worms. If your pet uses either of these products we require proof of a negative fecal exam yearly (after the pet's initial deworming) to continue to participate in our program.

In the past few months, the North Carolina Department of Agriculture has begun enforcing new rules and regulations on facilities offering Doggie Daycare Programs; as well as the Pet Care Services Association (PCSA) will soon offer an Accreditation Program. Town & Country, the Triangles first Accredited Boarding Facility, welcomes this inspection process. We believe this is an important time for responsible facilities to set themselves apart in this hugely popular program. An information/release form is required for all daycare participants.

We value our daycare clients and look forward to your pet's continued visits in our daycare program. If you have not toured our newly renovated play yards, the improvements of the pond and pier, or checked out the new furniture in the daycare suites, please schedule a time to tour the facility with our front desk staff.

Town & Country Animal Care Center
Doggie Daycare Information/Release Form
2010 North Salem Street
Apex, NC 27523

- I have read, completed and understand the required Town and Country Doggy Daycare Application
- I have provided Town and Country with the required proof of vaccination, deworming and Heartworm prevention
- I understand that I am requesting placement in the Doggy Daycare Program, and completing this form does not constitute acceptance into the program without a required evaluation.

Owner's Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Home Telephone: _____ Work Telephone: _____

Cellular Telephone: _____

Emergency Contact: _____ Emergency Number: _____

Email Address: _____

Dog's Name: _____ Breed: _____

Date of Birth: _____ Age: _____ Sex: M ___ F ___ Altered: Yes ___ No ___

Veterinarian Name: _____

Phone Number: _____

Proof of vaccines provided: _____ (Employee Signature Required)

List any known allergies: _____

Existing health concerns and physical limitations: _____

Release Statement:

Daycare dogs are involved in very active play throughout the day. This includes running, climbing on and jumping off playground equipment, diving into the pond and rough housing with their canine buddies. Despite our best efforts, accidents may occasionally occur, and injury may result. I understand and accept this risk and agree Town & Country Animal Care Center, its employees, officers and owners will not be held responsible for any injury.

Owner's Signature: _____

Date: _____

I request my pet not participate in the following activities for medical reasons:

1. _____

2. _____

3. _____

Has your pet ever attended another doggie daycare program? Y or N

If so for how long? _____

What experience does your pet have with other dogs?

How did you acquire your pet? (Pet store, breeder, shelter)

Does your pet have any behavioral issues? Example: fence climbing, thunderstorm phobia, food aggression, resource guarding, male or female aggression or any other fears?

What are your expectations of this program?
