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## Nightcare Care Policies

The Sit! Stay! Play! nighttime program was established to accommodate the needs of our daycare dogs. Only dogs who attend daycare at least once a month and have attended daycare at least three days qualify for our overnight program. This policy ensures our guests will be comfortable in the Sit! Stay! Play! environment and helps reduce the stress and anxiety dogs often experience when separated from their human family. *Only dogs capable of comfortably sleeping in a crate or exercise pen qualify for Sit! Stay! Play! sleepovers.* Overnight care at Sit! Stay! Play! is not a suitable option for dogs with separation distress or separation anxiety. We will be happy to assist you in finding a more suitable boarding option for dogs with specialized needs.

### Days and Hours of Operation

We are open from 6:00 a.m. until 8:30 p.m. every day of the year. Drop-offs and pick-ups are not available during naptime between noon and 2 p.m. We prefer that your dog arrives on the morning of their stay; however, your dog must arrive by 2:30 p.m. A full day of daycare charges will apply regardless of when your dog arrives. Pick-ups should be made by 8:30 p.m. Dogs not picked up by 8:30 p.m. will be made comfortable for the evening and may be picked up during regular hours the next day unless prior arrangements have been made. Pick-ups after 8:30 p.m. will incur a late fee of \$1 per minute with a minimum charge of \$15. Dogs picked up by 9:00 a.m. will not incur charges for the day. Half day charges will apply for dogs picked up by noon.

### Food

Please bring enough food for your dog's entire stay plus a little extra in the event your return is delayed. Label the food clearly with your dog's name, the type and brand of food, the amount your dog is fed at each meal (please be specific, ½ cup rather than a handful) and the times of day your dog usually eats. We will provide our usual daycare biscuits, but feel free to bring any snacks or chewies that your dog might enjoy. Stuffed Kongs may be reserved for \$4.00. Please advise us if your dog is a picky eater or has any food allergies. You may want to bring something special such as canned food or cooked chicken to entice a problematic eater. Do not bring a bowl unless your dog will eat only from a specific vessel. If you do bring a bowl, label it clearly with your dog's name. If we must purchase food for your dog there is a \$35 fee in addition to the cost of the food.

### Medications

Medications should be clearly labeled with the dog's name, the name of the medication, the name and phone number of the prescribing veterinarian, and the dosing instructions. Please

indicate the manner in which your dog usually receives his or her medications (peanut butter, in their dog food, cream cheese, etc). We always keep cream cheese and peanut butter on hand. You may want to bring extra medication in the event your return is delayed. If we must purchase additional medicine for your dog there is a fee of \$35 plus the cost of medicine.

### **Emergency Contact Number**

A phone number for a local person you trust to make decisions for your dog must be on file with Sit! Stay! Play!. If there is a number at which you can be reached leave that number as well. You will be responsible for payment of expenses relating to the medical care of your dog based on the decisions of the responsible individual. If you or that entrusted person cannot be reached, the owner of Sit! Stay! Play! will be responsible for making medical decisions regarding your dog. We will make every effort to take your dog to your personal veterinarian, but in the case of emergency, dogs will be taken to the best and closest facility. We recommend advising your veterinarian of your travel plans and make arrangements for the care of your dog in your absence. Please be aware that on occasion some vets have refused to treat patients in the owner's absence in which case your dog will be taken to Benarda Animal Hospital, Veterinary Specialty Center of Tucson, or another available clinic.

### **Bedding**

We have crates for your dog's comfort, but you may bring your dog's crate if your dog has a strong preference. Let us know if your dog prefers an airline type plastic kennel or a wire crate. We provide mats and beds for your dog's comfort, but please feel free to bring a clean freshly washed mat or blanket. Label each article with your dog's name. Please advise Sit! Stay! Play! if your dog destroys bedding as you will incur charges for damaged items.

### **Toys**

Do not bring toys unless your dog has a particular toy that is safe to be his or her bedtime buddy.

### **Reservations, Payment, and Cancellations**

Nightcare services are provided by reservation at a rate of \$15 per night per dog in addition to regular daycare charges. All nighttime must be paid for in advance. Late pick-up is available by reservation at a cost of \$1 per minute with a \$15 minimum charge. Any additional fees incurred must be paid at the time of pick-up. Boarding services must be cancelled 24 hours in advance of your dog's check-in date. If cancelled less than 24 hours in advance a cancellation fee of \$25 will apply.

We have a limited number of spaces for overnight services. During the following holidays cancellations must be made three days prior to your check-in date: New Year's, Memorial Day, Labor Day, Thanksgiving, and Christmas. Failure to give three days notice for cancellations will result in charges being applied for the duration of your reservation. If we are able to fill your dog's slot a \$25 cancellation fee will apply.