



# Tails of Success

dog daycare and training

## Policies and Rules

### Vaccine Policy

#### **Rabies**

Dogs over six months of age must be current on rabies vaccination per NYS law. Please **provide us with a copy** of your dog's current vaccination certificate or medical exemption letter to keep on file.

#### **DHPP and other vaccines**

Dogs must be current on vaccines or titers as recommended by your veterinarian. Please provide us with a current record to keep on file. Aside from DHPP, elective vaccines are not required.

#### **Kennel cough/Influenza**

These vaccines are **not** required to participate in services at Tails of Success. Please be aware that these illnesses are known for being easily transmissible among groups of dogs, and all dogs are at risk in a group setting (vaccinated and non-vaccinated alike). Any dog showing signs of illness, including coughing, will be immediately excused from the premises until cleared by a veterinarian for return.

It is left to the discretion of the owner and veterinarian to choose whether or not to vaccinate for kennel cough and/or influenza. If you choose to use these vaccines, we require that you **KEEP YOUR DOG HOME FOR 7 DAYS POST-VACCINATION** to prevent exposing other dogs to viral shedding.



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## Cancellation Policy

### Boarding

A **non-refundable deposit** equal to the cost of the first night's stay is required for all boarding reservations. **7 days advance notice is required** to cancel, shorten, or reschedule a boarding stay. If notice is given in less than 7 days a **20% fee** will be charged. With less than 3 days, the **fee is 50%**. If less than 24 hours notice is given, the reservation is charged in full. A credit card is required to be on file for all reservations.

### Private Training

Private lessons **must be prepaid** at the time of scheduling. **7 business days** notice is required to cancel or reschedule a lesson. If notice is given in less than 7 days a **20% fee** will be charged. With less than 3 business days, the **fee is 50%**. If less than 24 hours notice is given, the appointment will be **charged in full**.

### Classes

Class must be paid in full to reserve a seat and **all class fees are non-refundable after your assigned class start date**. There is a **cancellation fee equal to \$55** if you forfeit your class reservation 7 or fewer days prior to the class start date. No make-up classes or refunds are provided for missed classes.

### Daycare

Daycare packages run the 1st through the last day of each month. Missed package days must be used within the same month. (ex. If your dog is on a once per week package, and misses a week of daycare, they may come twice another week that same month) Refunds are not available for missed package days.

## Returned Check Policy

The fee for a returned check is \$25 each time. After two returned checks, only cash or credit will be accepted.



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## Daycare Rules

At Tails of Success we strive to provide a safe, fun, and stimulating daycare environment for the dogs in our care. To ensure the health and safety of your pet and our other guests, we require all guests to comply with the following rules:

### **Spay or Neuter**

Dogs 7 months of age or older must be spayed or neutered to participate in group play.

### **Vaccines**

Dogs must be current on routine veterinary care. Please vaccinate or titer your dog according to your veterinarian's recommendations. Proof of current Rabies vaccination is required to be kept on file. Please provide us with a photocopy of your dog's most recent titers and/or vaccinations. This may be given in person or emailed to [TailsofSuccess@gmail.com](mailto:TailsofSuccess@gmail.com).

### **Kennel Cough / Influenza**

We do not require the Bordetella (kennel cough) or Canine Influenza vaccines. For the safety of the dogs in our care, we ask that if you elect to use either of these vaccines that you keep your dog home for 7 DAYS after vaccination. Please see our Articles page for a handout explaining why we do not require these vaccines.

### **Illness / Injury**

All dogs must be in good health and free from communicable disease and parasites to attend daycare. If your dog is showing any signs of illness (incl. lethargy, coughing, sneezing, vomiting, or diarrhea) or injury, please keep them home until they are cleared by their veterinarian to return to the daycare environment.

### **Aggression**

Daycare is a social environment. Owners must certify that their dogs are non-aggressive and have not harmed or shown threatening or aggressive behavior towards other dogs or people. Dogs who display aggressive behavior will be asked not to return to daycare until cleared by our trainers. No refunds will be provided if dogs are excused due to aggressive behavior.

### **Late Fee**

Daycare hours are 6am-6pm Monday through Friday. All dogs must be picked up by 6pm. There will be an additional fee for late pick-ups. A fee of \$10 per 15-minute interval will apply in these cases. After 45-minutes, standard boarding rates will apply (boarding fees will be charged whether a dog is picked up that evening or in the morning) .

**Packages**

Daycare packages run the 1st through the 31st of each month. Missed package days must be used within the same month. (ex. If your dog is on a once per week package, and misses a week of daycare, they may come twice another week that same month). Additional days may be added to your package at a reduced rate. Refunds are not available for missed package days.

**Reassessment**

Dogs must attend daycare regularly to stay current. If your dog has been away from daycare for two or more months, they must be reassessed for the program.

**Leashes**

Leashes are required, but Flexi Leads are not allowed. If you do not have a non-retractable lead for your dog, please leave your dog in the car and come in to borrow a leash to bring your dog in with (or call and we will bring one out to you).

**VIP Pup Club**

VIP Pup Club membership fees reserve a guaranteed space in the club on the days of the week selected, and club membership does not guarantee a specified number of days of attendance. Monthly dues are the same even if you need to miss a day of daycare, and make up days may be available only as club space permits.



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## Boarding Rules

At Tails of Success we strive to provide a safe, fun, and stimulating environment for the dogs in our care. To ensure the health and safety of your pet and our other guests, we require all guests to comply with the following rules:

### **First Night Stay**

New guests are required to spend a weekday overnight with us prior to accepting their extended reservation. This short overnight will allow us to ensure that your pet will be happy and comfortable in our environment, meet our staff, and assess if they will have any special needs to help them have the best possible time during their extended vacation with us. This also helps your pet to feel more confident when they arrive for their vacation, because they are returning to a familiar environment with familiar people, and they know that mom and dad will be coming back soon.

### **Spay or Neuter**

Dogs must be spayed or neutered if they are older than 7 months AND plan to participate in daycare or playgroups during their stay. If you have an unaltered dog, they are still welcome to board with us. Please let us know when you reserve your stay.

### **Vaccination**

Dogs must be current on routine veterinary care. Please vaccinate or titer your dog according to your veterinarian's recommendations. Proof of current Rabies vaccination is required to be kept on file. Please provide us with a photocopy of your dog's most recent vaccinations. This may be given at check in or emailed to [TailsofSuccess@gmail.com](mailto:TailsofSuccess@gmail.com).

### **Kennel Cough / Influenza**

We do not require the Bordetella (kennel cough) or Canine Influenza vaccines. For the safety of the animals in our care, dogs are NOT PERMITTED to board with us within 7 DAYS of vaccination. Please see our Article page for a handout explaining why we do not require these vaccines.

### **Illness / Injury**

All dogs must be in good health and free from communicable disease and parasites to stay with us. If your dog is showing any signs of illness prior to your stay (incl. lethargy, coughing, vomiting, sneezing, or diarrhea) or injury, please notify your veterinarian and call us immediately. Dogs suspected of or recovering from communicable diseases will not be permitted to vacation with us until cleared by their veterinarian for safety in a group setting.

### **Flea Prevention**

Flea control is required for all dogs staying with us. We have Sentry Natural Defense topical flea treatment available, and can apply to your dog upon admittance if desired, at the cost of \$10. If parasites are discovered on your pet during their stay, they will automatically be given a flea bath and topical treatment at an additional cost.

### **Aggression / Anxiety**

Please advise us upon registration if your dog is uncomfortable with strange people or other dogs, or has special handling needs. All dogs staying with us must be able to be safely handled by our kennel staff.

### **Group Play**

For dogs who elect to participate in daycare and/or playgroups during their vacation with us, owners must certify that their dogs are non-aggressive and have not harmed or shown threatening or aggressive behavior towards other dogs or people. Dogs who display aggressive behavior will be excused from playtimes. No refunds will be provided if dogs are excused due to aggressive behavior.

### **Chewing**

Please advise us upon drop off if your dog is a known chewer. Dogs are provided with kuranda cots, beds, blankets, toys and/or antlers in their sleeping area during their stay. If your dog is a heavy chewer and any of these items may present a potential danger we need to be made aware of this so that we can keep your dog's boarding area safe for them.

### **Belongings**

We provide everything a dog needs (except food) during their stay here (including bedding and dishes). We ask that you please refrain from bringing additional items from home as they can become lost or damaged in a busy kennel environment. We are not responsible for lost, chewed, or damaged items.

### **Meals**

Please provide your dog's regular diet, divided into baggies for each meal. Meals are typically provided twice per day. There will be an additional fee of \$1 per meal for food not pre-bagged. Exceptions may be made for extended stays longer than 2 weeks. If necessary, we can provide our food to dogs at the cost of \$5 per meal.

### **Drop off / Pick up**

Check-out time is before noon. Late check-out is available at the additional fee of \$20. Drop-off and pick-up times are available BY APPOINTMENT ONLY 6am - 6pm Monday through Friday, and Saturday & Sunday 8am - 11am and 6p - 8pm. All dogs must be picked up at their scheduled departure time. Departures are scheduled in 10-15 minute intervals. There will be an additional fee of \$10 for arrival outside of your scheduled departure time.

### **Reservations**

Confirmed reservations are required for boarding! No exceptions will be made. Please call 585-360-0030 in advance to schedule your dog's vacation with us. A non-refundable deposit equal to the cost of the first night's stay is required for all boarding reservations. 7 days

advance notice is required to cancel, shorten, or reschedule a boarding stay. If notice is given in less than 7 days a 20% fee will be charged. With less than 3 days, the fee is 50%.

Reservations will be charged in full for no-shows or 24 or fewer hours notice of cancellation. A valid credit card must be on file prior to your dog's stay.

### **Leashes**

Leashes are required, but Flexi Leads are not allowed. If you do not have a non-retractable lead for your dog, please leave your dog in the car and come in to borrow a leash to bring your dog in with (or call and we will bring one out to you).