

## **Resort Expectations & Rules for Daycare, Socializing, & Boarding**

Attributes for safe play:

All clients (Dogs) and owners are required to follow these expectations in order to keep their membership active.

### **Sociability- Selective, fearful, reactive, nervous, anxious puppies or adult dogs**

Dogs are assigned to a play group based on size but mostly temperament/ play-style. However, if we notice your dog(s) is more selective with their playmates than what we're able to safely accommodate, it may be determined our facility is not an appropriate match for your dog(s). We have a zero tolerance policy for aggression, disruption & destruction.

### **Self-restraint**

Enthusiasm is welcomed here at Water Bowl Oasis, but excessive jumping, nipping, instigating rough play, barging through gates and doorways, barreling over dogs and staff, excessive barking, bullying behaviors, excessive stress/excitement drooling, destruction of furniture or facility, playing in water bowls, marking indoors, and mounting all cause safety concerns. The staff needs to provide equal attention to all dogs, so some self-moderation is required during group play.

### **Down time**

Often we provide periodic rests for our dogs throughout the day. This provides much needed structure and time to decompress and recharge keeping dogs playing nice and happiest. Dogs must be able to settle either with their friends periodically without causing disruption or they will need to settle separate from their friends in our group crate room without causing destruction to kennels or becoming overly stressed.

**Proper crate training is always highly recommended to avoid separation anxiety in adult dogs.  
Assistance with positive reinforcement crate use is available.**

### **Sharing**

For safety reasons TOYS are highly supervised in the playgroups and removed when behavioral issues arise. Some dogs become possessive over toys, favorite staff members, their owners, water bowls, their friends, and any other available resources. If this is the case for you dog(s), and issues are arising, they may be required to complete training prior to returning to daycare for a second evaluation.

### **Ability to read other dogs**

To keep interactions safe we expect dogs to learn how to read social cues and respect each other's boundaries. If we notice your dog(s) is persistent, instigating, or bullying and not responding to cues from other dogs or verbal cues from staff, they may be required to complete training prior to returning to daycare for a second evaluation.

### **Comfort away from home**

Dogs with anxiety we give a chance to slowly adjust at their own pace and have had successes as long as behaviors are not too extreme causing upset in the group. We adjust each trial period to each dog's personality.

A commonly recommended trial period for dogs new to socializing is traditionally 3 daycare days a week for one month; this creates a routine for your dog(s) instilling comfort. After your dog(s) is comfortable, we can reevaluate a new plan for them or daycare a la carte as needed for frequency requirement for boarding. Occasionally some dogs show signs of significant discomfort even after a trial period.

If this is the case, we will advise you to start with short play dates with smaller groups away from home, our Resort may be too fast pace at first.

Boarding may also require steps to become comfortable, even after a trial period because socializing and being away overnight is a new experience and a longer one than daycare.

### **Appropriate greetings, Drop-off & Pick-up Procedures**

Some dogs may be over excited or frustrated when they are unable to immediately sniff/greet dogs on the other side of the fence, or when they arrive or leave at the door. This can cause over stimulation and sometimes aggression (barrier frustration) a safety concern for staff or other dogs. The staff must be able to quickly redirect dogs away from the doors/gates/fences if they become too fixated on the dogs in separate areas. Staff must also be able to control excited dogs through the building safely and into your hand on the front porch.

The front door is always locked for safety!

Always text us when you arrive, each arrival, what dog(s) you are here to pick up and what type/color of car you are in **(727)946-0731**. Hand off of all dogs is always done outside of your vehicle, valet style.

Our staff does not open or shut car doors to prevent any injury and damages to dogs or vehicles. Control of your dog(s) at hand off is required for safety of staff, dogs, others, and you.

Owners can park in the designated parking area or to right side of our driveway so that cars can still pass on the left if there is not a parking spot open. You will be received in the order you arrive one at a time. Please be courteous of other vehicles needing to pass by and pull up closest to Valet porch/sidewalk area for this service.

**\*NO RETRACTABLE LEASHES ARE ALLOWED AT THE RESORT\***

All dogs MUST be on a leash with a collar or harness, which is kept at the Resort during their visit for safe hand off at pick-ups & drop-offs. Please avoid meetings in the parking lot with other dogs who you do not know. Not all clients' dogs play in the same playgroups and some dogs are extremely protective of their owners when on a leash.

**Frequency=Family**

Our members are required to frequent our resort a minimum of once every 30 days or at least one day of daycare is required prior to any stay if your pup has been away longer than 30 days.

There is a possibility more days of daycare will be needed if your dog requires more adjustment time to feel comfortable before a stay, this is on a case by case basis. This ensures the pack member stays familiar with their playmates, resort routines, care givers, the resort environment and sets every dog up for the most success and fun possible when socializing. More frequency with overnights or a regular routine of daycare will have your dog feeling completely at home in their own oasis and not nervous or stressed giving pet parents more peace of mind.

**Vaccine requirements & Enforcement, Spay & Neutering**

Services will not be available to be booked with any expired vaccines until we receive updated records for each pet. This policy is to promote the best pack health possible and cover all industry regulations.

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| <p><b>Dogs 1 year or older</b></p> <ul style="list-style-type: none"><li>• Rabies</li><li>• Distemper</li><li>• Bordetella</li><li>• Negative Fecal test</li><li>• Heartworm test</li></ul> | <ul style="list-style-type: none"><li>• Flea, Tick &amp; Heartworm preventives.</li></ul> <p><b>Puppies 4 months (16 weeks)</b></p> <ul style="list-style-type: none"><li>• Rabies</li><li>• Distemper</li><li>• Bordetella</li><li>• Negative Fecal test</li></ul> | <ul style="list-style-type: none"><li>• Flea, Tick &amp; Heartworm preventives</li></ul> <p><b>Puppies Under 4 months (16 weeks)</b></p> <ul style="list-style-type: none"><li>• Distemper</li><li>• Bordetella</li><li>• Negative Fecal test</li></ul> |
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Spaying for females and neutering for males is required for ALL dogs at 6 months old for behavioral and safety purposes.

**Availability**

Services are booked online via our Website or via text message. Text message is the main form of communication at the resort because we are spending our time watching the dogs and the dogs like to talk on the phone. Staff will respond to requests as timely as possible, thank you for your patience. We require 24 hours' notice to book ALL services or additional fees are applied.

**Closed EVERY SUNDAY (No pick-up or drop-off)**

**Closed daily 10:00 am-4:00 pm (No pick-up or drop-off)**

**Limited hours Christmas Eve & New Year's Eve:**  
7:00 am-10:00 am only (No pick-up or drop-off past 10am)

**Closed to Public (No pick-up or drop-off):**

- New Year's Day
- Christmas Day
- Thanksgiving Day
- Independence Day
- Memorial Day
- Veteran's Day
- Easter Sunday

**Lobby Hours for Drop-off or Pick-up:**

Monday-Friday 7:00 am - 9:50 am & 4:00 pm - 6:50 pm  
Saturday 7:00 am - 10:00 am & 4:00 pm - 5:50 pm  
Sunday CLOSED NO Pick-Up or Drop-Off

**There is a \$5 per minute charge if pick-up or drop-off occurs outside of our available hours.** Dangerous unscheduled interruptions of the dog's day that have all arrived on time will not be tolerated, please be respectful

**Updates during Daycare or Boarding Stays:** Our Activities Directors send updates when possible to our boarding families after their first 24 hours of relaxation to give guests time to unwind before the pup-arazzi snap some shots.

We post highlight pictures of our guests on Facebook & Instagram throughout the month. Follow us for happy puppy pictures & videos.

**Postcard Home Photo Packages** Included in Package: 3 Photos sent via text during each day, Bandana, & Digital Report card

\*This add-on is included in our boarding price, you will receive your first report after 24 hours\*

**Daycare add-on per week** 1-2 Days of daycare \$3.50 3-6 Days of daycare \$5.00 \$1.00 each additional dog

We offer Postcard Home Photo Packages; the above charges will apply for daycare attendees. The price reflects the number of days your dog attends each week and the number of dogs you have in your pack. You can choose when you'd like to add this package on or have this as a set schedule add-on repeating each week. Let our staff know if you'd like to sign up!

Photos posted on social media will vary; there is no charge if your dog's photos happen to make it to our social media.

Not all dogs are guaranteed to be in the weekly highlights, please purchase a Postcard Home Photo Package for guaranteed photos.

**Risks of socializing:** Water Bowl Oasis is a social pet care facility. Due to the open environment we encourage at Water Bowl Oasis, any aggressive, disruptive, or destructive behaviors that cannot be corrected will not be tolerated!

Your pet(s) must have basic house manners and group play manners to reside at our facility (see Resort Expectations & Rules). To ensure the safety of our staff and guests, every day is a trial day with behavior assessments. As your pet(s) ages, their personality changes & so might his/her number of playmates, activity level, likes and dislikes. Dogs are animals and animals are unpredictable. Socializing is not for every dog. Dogs can eventually age out of daycare or no longer be a good fit at Our Resort. Our staff watches for these signs. We reserve the right to refuse services to any guest that poses a threat to the well-being of itself or other members.

Social boarding or socializing your dog at daycare includes some risks including but not limited to contagious illnesses, gastrointestinal distress/upset, major to minor injuries & ailments, refusal of food, fight with other canines, soiling themselves, diarrhea, vomiting, weight loss and even death. All of these events will be avoided & communicated to the best of our abilities and guests made comfortable, though you release & hold harmless, Water Bowl Oasis LLC, their staff and heirs, from any liability from, but not limited to, these incidents.

**Payment - Card on file:** A single active debit/credit card on file is required for all members; all sensitive information is stored on our secured payment system. We also accept cash and check payments.

Cards on file are used to charge for boarding stays at pick-up, boarding deposits, cancellation fees, no-shows fees, and at the end of each week (Friday or Saturday) for weekly daycare payments.

**Food Packaging:** There will be a **\$5.00 bagging fee per 2 sealed gallon bags provided** if not packaged correctly.

All food is labeled with instructions and feeding amounts SEALED in gallon sized Ziploc bags where staff measures out meals or individually portioned meal bags (one bag per meal per dog).

Please provide an appropriate and manageable carrying method for food and leash/harnesses

Example: tote bag, grocery bag, small/medium back pack, or canvas bag.

If food is forgotten at home a High Quality Resort food or additional food can be purchased & picked up or provided at owner's cost.