



Here, Doggy! Daycare & Sleepover Policy

Daycare hours

Monday-Friday:

Drop off: 7:00 a.m. to 11:00 a.m.

Pick up: 2:30 p.m. to 7:00 p.m.

Weekends and holidays:

Drop off: 8:00 a.m. to 9:00 a.m.

Pick up: 4:00 p.m. to 6:00 p.m.

To attend daycare at Here, Doggy!, your doggy must meet the following requirements:

- Pass our temperament screening
- At least 5 months (20 weeks) old
- All males over 9 months of age must be neutered.
- All female dogs must be spayed regardless of age.
- Current on the following vaccinations:
 - DHLPP (or similar)
 - Bordetella (kennel cough)
 - Rabies
- Leather or nylon quick-release collar
- Use a topical or oral form only for flea control (no powders or flea collars allowed)

Cancellation Policy

We have a 24-hour cancellation policy. If you cannot attend a scheduled visit, please notify us by noon the day before. A late cancellation or no show will result in a charge for that day.

Late Policy

Please be prompt about picking up your pal at the end of the day. Our late fee is \$1/minute for each minute after the pick up time. If you are 30 or more minutes late, the fee is \$20. After 8:00 p.m., your dog will be boarded for the night.

Holiday Surcharge Policy

If your doggy is boarding during the holidays, there will be an additional charge of \$25 on New Years Day, Thanksgiving Day, and Christmas Day.

Food/Medication Policy

We will feed and/or medicate your doggy at no additional charge. All you need to do is



separate each meal for the day into separate plastic bags and label them with your dog's name, your last name, breed, and AM or PM feeding. Bins to drop off food are located near the sign in book. We cannot store food or medications unless your dog is boarding at the time, so do not bring more than one day's supply.

If you forget food for your pup's sleepover, we will provide meals. You'll be charged \$1 per meal.

Collar/Name Tag Policy

All dogs must wear a soft quick-release collar with a name tag. Leather or cloth is fine: no metal collars.

Reservation Policy

Space is on a first-come, first-served basis, so it pays to book ahead of time (we recommend booking recurring days).

Same-day booking

We know sometimes daycare needs arise at the last minute. If that happens, please call or text us before coming in to ensure we have space (650-410-0180).

Half-Day Policy

Any dog who is at Here, Doggy! for a half day must be picked up by 5 p.m. A half-day may not exceed 6 hours and there are no pick ups or drop offs allowed during nap time (11:00 a.m. to 2:30 p.m.).

Sick Dog Policy

If your pooch is sick please take him/her to the vet. We reserve the right to refuse a visit if your dog arrives sick or flea-infested. If your pooch becomes sick while here, we will either quarantine the dog until you can pick him or her up or we will take the dog to our vet if we deem it necessary. You will be responsible for any vet bills.

Leash Policy

At Here, Doggy! we enforce leash laws. Your dog must be leashed when you drop him/her off and you must have a leash when you pick him or her up.

Discount Package Restriction Policy

When you purchase a multi-visit discount package (10 packs, 20 packs, or monthly packs), those days are not usable for holiday daycare.



Other Person Pick-up Policy

You are also responsible for notifying us if someone else is picking up your dog. Please make sure that they are aware of all applicable policies for a pick up.

Sleepovers

All daycare policies apply for sleepovers as well.

Drop off times:

Weekdays	7:00 a.m. to 11:00 a.m.
Weekends/holidays	8:00 a.m. to 9:00 a.m.

Pick up times:

Weekdays without daycare	7:00 a.m. to 9:00 a.m.
Weekdays with daycare	2:30 p.m. to 7:00 p.m.
Weekends/holidays without daycare	8:00 a.m. to 9:00 a.m.
Weekends/holidays with daycare	4:00 p.m. to 6:00 p.m.

Additional sleepover policies

- Your dog must attend daycare if he/she is spending the night.
- Your dog must attend at least one day of daycare before his or her first sleepover.
- For sleepovers during Thanksgiving, Christmas, and New Years, we require a \$75 deposit to reserve a spot. This deposit is fully refundable if you provide 72 hours cancellation notice, otherwise it is forfeited.