



Client Handbook

Welcome to the Pack:

Our mission is to provide quality canine services fueled by love and patience with the support of experienced staff to offer dogs a safe space to be the best versions of themselves.

We Love Our Pack to the Moon and Back!

Rules & Requirements

Vaccinations Policy

For all services at Lunas Landing Dog Care, dogs are required to have current Distemper, Bordetella, and Rabies vaccines. Veterinary records must be uploaded to your Gingr profile. Once uploaded/updated please allow 24-48 hours for a team member to manually verify and enter dates. Gingr will send reminders for any vaccines coming due in the next 30 days. If you need to make reservations beyond your expiration date, we can do so for you via email.

Spay/Neuter Policy

Luna's Landing requires that all dogs be spayed or neutered no later than turning **1 year** of age to use Daycare and Boarding.

We acknowledge that the timing of this decision is a personal choice for each individual dog parent and that many breeders/vets have recommendations on this topic; however, we have found allowing dogs to remain intact at a more advanced age becomes problematic for multiple reasons within our facilities.

We may accept Intact dogs over 1 year of age for 1-on-1 Training and Bathing services. **However, dogs cannot be in heat, pregnant, or nursing for any service.**

Nail Maintenance Policy

For the health and safety of the pack and our team members, we require all the pups' nails to be manicured. Regular nail trims are very important for maintaining your dog's health. They reduce snagging, support proper posture, and prevent infections due to the nails curling inward. Shorter nails will also reduce injuries to our handlers who can sustain scratches. If you are not able to trim your dog's nails yourself, we do offer nail trim/dremel services.

Quick Release Collar + Name Tag

Luna's suggests that dogs playing in park be equipped with a quick release collar (standard collars that can be opened by pinching the plastic pieces, pictured below) with an attached name tag. These are the only accessories allowed in the parks for safety reasons. All other accessories will be removed including harness, prong, martingale, bandanas, clothing, air tags* and flea collars*

*All Air tags and other GPS trackers will be removed during group time. They can pose a choking hazard.

Luna's Landing will not cover the cost of trackers lost or damaged during play.

*Flea Collars are not recommended for dogs that attend daycare. If chewed during play they can cause illness to other dogs as well as irritation to the dog wearing it.



Health and Safety

An unfortunate reality of bringing our dogs into social situations, like daycare, is they have more exposure to communicable illnesses. Just like when people take their kid to school, they will probably get a cold, stomach bug, or one of the many other germs that go around. The younger the dog, the more likely that is, as they are still building up their immune system. You can tell your kid to wear a mask and stand 6 feet away – you cannot tell your puppy not to lick inside his new friend's mouth! If your dog is exhibiting any signs of illness please keep them at home.

When we see symptoms of these common illnesses; Cough, Puppy Warts, Giardia, we enact the following protocols:

- dogs showing symptoms will be isolated from the group and parents are asked to pick up as soon they can
- we follow strict cleaning protocols and ensure every staff member is trained to be aware of the signs and symptoms.
- We take pride in being incredibly transparent. All clients who have recently attended daycare or boarding are notified via email right away.
- All clients who report their dog is symptomatic will receive a follow up email mandating their dog stay out of daycare until 10 days after the last cough. A negative fecal test is required for all cases of giardia.

We commit to do the best we can to keep every single dog in our building safe and healthy. We will educate, inform, stay strict on our cleaning and vaccine protocols and over-communicate to both new and current clients. We feel the consequences of not socializing with other animals far outweigh the risk of getting something like Canine Cough.

Emergency Discretion

If any dog becomes ill, injured, or has a pre-existing condition which is aggravated during their stay and requires professional attention, Luna's Landing Dog Care may engage the services of a veterinary practice to administer the necessary care. Parents will be contacted before any action is taken. The owner is responsible for Vet bills in such an event.

Financial Responsibility

Luna's Landing customers are responsible for any associated fees in the event that their dog becomes sick or injured. Luna's Landing customers are also responsible for veterinary bills if their dog causes injury to another dog. Lunas' Landing has the right to refuse play or attendance and add private service fees if any behavioral issues arise or if a dog becomes ill. We require a Debit or Credit card on file. All services are paid for at the end of dog's day or stay. If payment is not collected at Pick Up, the account may incur a late payment fee

Dismissal

When a dog is dismissed from the pack, it is simply because they have expressed to us that it is not where they want to be. This can be on their first day evaluation, or after attending daycare for months – or even years. We never want to force a dog into a situation where they are so stressed or fearful that they begin practicing unhealthy behaviors every time they're in the playroom, *especially* if it starts to become a safety concern. In no way is a dog "*bad*" for using all of the communication tools they have at their disposal to express that they are uncomfortable. That is why we are here! To help advocate for your dog and find out how to best suit their needs.

Behaviors we monitor:

- Reactivity
- Difficulty self-regulating
- Space sensitivity
- Mounting
- Gate fixation
- Barrier frustration
- "Rude" behaviors, like mouthing/nipping/jumping up
- Destructive behavior
- Self-inflicted harm

Behaviors that require dismissal:

- Any behavior listed above that becomes dangerous/unmanageable
- Biting humans
- Injuring another dog

If your dog is dismissed from daycare, remember that it doesn't mean they aren't great with other dogs, or that they're a bad dog, it just means that they aren't comfortable in large crowds – **and that's okay!**

Day Care

Trial Days

All dogs coming in for daycare or overnight boarding must first take part in a Trial Day.

Trial Days are a typical day of daycare, with a little extra supervision and support. Your dog will need to be dropped off between 7am-10am. Please plan to have your dog here for 6-8 hours minimum to allow them time to adjust. Please also be available to pick up early if your dog is not adjusting or exhibiting high levels of stress or anxiety.

Reservation and deposit are required, deposit will be collected from card on file when reservation is confirmed.

We cannot guarantee future boarding reservations prior to a completed trial day

If you have adopted a dog over the age of six months from a rescue or a rehoming situation, we ask that you wait until the dog has been in your household for a minimum of two months before requesting a trial day.

During your dogs' trial day, you will receive a report card with pictures/videos emailed to you through our Gingr portal. If behaviors are observed that are of concern, we will assess a plan with our trainer for future visits.

It's important to note that although some dogs thrive with daycare, daycare isn't good for every dog. Dogs who are stressed, anxious, reactive, or otherwise struggle with interactions with other dogs are not good candidates for daycare. Not all dogs will pass and that is because we operate with your dog's best interest in mind. In this event you \$25 deposit will be refunded.

Scheduling

Daycare can be reserved through your online profile. Online requests are reviewed by a human and approved within 24hours. Please call ahead to ensure there is space for daycare during peak holiday times.

*Reservations made later than 7pm (close of business) the day prior to daycare may be subject to a **Walk in Fee \$10.***

Hours

Daycare hours are 7AM to 7PM Monday – Friday. All dogs should be dropped off no later than 11 am.

Pick-ups past 7pm will incur a \$15 Late Pick Up Fee.

Pick-ups past 7:30pm will be converted to a Boarding reservation for \$75 total cost.

Daycare Increments + Packages

Half Day is 5 hours or less and must begin before 11 am. A Full Day of daycare is over 5 hours. We offer Full day packages in increments of 10,15, and 20 days for both Adults and Puppies. ***These packages expire 6 months from the purchase date.***

Daycare Add-ons

- Walks: 20 minutes
- Chew Time: 20 minutes
- Toy Time: 20 minutes 1 on 1 Fetch or Toy time
- Treadmill Run (Green Lake Only)
- Time with a Trainer
- Nail Trim
- Ear Cleaning
- Bathing Services (Ballard Only)

Meals

We feed once per daycare day, between 11am- 2pm. Any food you provide for daycare will be fed during lunch. Lunches are fed in crates in 40-minute rotations allowing time for digestion.

While we are happy to provide a lunch service for your dog, we recommend against serving daycare lunch - barring any extenuating circumstances or medical necessities. Healthy adult dogs only need to eat two times a day. Feeding lunch mid-daycare cuts out playtime and adds to the amount of *output* found in the parks. This results in more dogs eating stool, which is a negative behavior we try to discourage.

Rotations and Crate Breaks

Dogs are rotated in and out of the play group for a variety of reasons throughout the day. Dogs do require rest periods. Some dogs do well overall but have certain dogs that they cannot get along with. Some dogs have a very high energy level and need breaks. Some dogs are intact and must be rotated with members of the opposite sex. Rotations accommodate dogs that do not self-regulate, as well as puppies and seniors without strong immune systems.

Puppy Day Care

Pups are welcome in at 4 months, once fully vaccinated. Don't worry about beds or toys, we have those! Feel free to bring their lunch or treats.

Daycare is a way to slowly accustom your puppy to socializing, crate training, and self-regulation. Pups are also eligible for Enrichment playtime, which are 15-minute sessions with other pups at their level or 1-on-1 stimulation with a handler.

This will help them learn manners during socialization and prepare for park play.

Over Night Boarding

All boarding reservations are hosted at our **Ballard** location. We ask all dogs start their stay **before 11 am** for a full day of day care and a better night's sleep. Your dog will spend their days socializing and playing with the day care dogs. They will have meals and bedtime in their own private suite.

We invested in high quality Impact brand crates for the peace of mind that comes with knowing your pet is secure and comfortable during their stay. We also provide 24-hour supervision to our pack and daily updates.

Requirements

To be eligible for Boarding, new dogs will need to come in for a **Trial Day and a Second Day of day care at BALLARD** to ensure they are comfortable with the new environment. The second day can be scheduled online through the customer portal.

The second day of care before boarding is not an additional behavioral evaluation; it's for the comfort and well-being of dogs unfamiliar with the environment. Attending a new daycare can be an overwhelming experience for many dog, even if they have prior daycare experience. The second day gives your dog extra time to adjust to our routines and gets them more familiar with our handlers and regular attendees. Our main goal and priority are for all pups in our facility to have a pleasant and safe stay.

Services + Hours

Overnight boarding includes: their suite, feedings + medications, bedding + bowls, and playtime while parks are open. Boarding Reservations can be made online, in-store, or by phone. It is especially important to make reservations as early as possible during peak Holiday times. **During holiday periods, boarding rates are increased by \$10 per night, and a 2-night minimum stay is required.**

- Memorial Day Weekend:
- July 4th Weekend:
- Labor Day Weekend:
- Thanksgiving:
- Christmas + New Year's:

Why are there additional holiday fees?

Holidays are often a challenging time for those in the dog daycare and boarding business. In addition to the higher number of reservations, we also have several newly evaluated dogs and dogs that haven't visited us recently, which can escalate some behaviors and cause separation anxiety. It can be a stressful time and the holiday fee helps us pay our valued staff time and a half.

The 2-night minimum requirement for boarding during holidays is because we sanitize each sleeping space and all toys, bowls, and bedding after each dog's stay. Cleaning and making space for just one night of boarding requires much more maintenance than a dog boarding with us for a longer timeframe.

Our priority is first and foremost the health, safety, and wellbeing of all dogs entrusted to our care.

WEEKEND BOARDING

Daycare is closed on the weekends. Drop-offs and pick-ups are available from 8am-11am and 4 pm –6pm. **Please text the Ballard store phone 206.450.6695 when you arrive, doors may be locked.**

PRICING: The standard boarding rate \$75/night covers a **24-hour** period from the time you drop off. After 24 hours, normal daycare rates apply for half or full days. **Last day of Daycare charge is not included in booking estimate***

Example: If you drop your pup off at 9:00AM on Friday and pick up at 9:00AM on Saturday, you would be charged only for *one night* of boarding. However, if you were to drop off at 9:00AM on Friday and pick up at 5:00PM on Saturday, this would be *one night of boarding plus a day* of daycare.

Boarding Cancellation Policy:

We are proud to offer limited boarding capacity, that allows us to offer each dog more personal attention. When we hit capacity, the limited space may force us to turn away some clients for boarding. When clients pick up their dogs early, cancel reservations, or change reservations without an appropriate amount of notice (at minimum 72 hours), it is frequently too late for us to fill the space that we reserved for them because the clients that we turned away have already made other arrangements. This causes us to lose a tremendous amount of income because that space is then left vacant. Due to the loss of revenue as a result of no shows, untimely cancellations, schedule changes, and early pickups, we have implemented the following cancellation policies.

More than 72 hours in advance full refund of deposit.

72 hours or less we will keep a \$50 cancellation fee.

48 hours or less you will forfeit 25% of full boarding reservation collected as deposit.

24 hours or less you will forfeit 50% of full boarding reservation collected as deposit.

Early pick ups you will forfeit 50% of the remaining boarding reservation collected as deposit.

Boarding Tips

We highly recommend that your pooch get a bath at the end of their boarding stay, especially lengthier stays. Go Home Baths are discounted 20% for dogs that have spent the night.

- We'll confirm Feeding and Medication instructions and pre check questions at check in. Please plan a few extra minutes at drop off to chat with a team member.
- Let us know if you'd like to add any Walks, Chews, Nail Trims, or Baths, or anything else to the stay when you check in.
- **For dogs using our overnight Boarding services, we highly recommend regular daycare visits to make the overall experience better for your dog. We've found that dogs that come in for daycare between their boarding stays tend to be less anxious as they are more familiar with the environment and the daily routine.**

Bathing

We offer bathing service exclusively at our Ballard location. We accept walk-in bath and nail services from **9:00AM to 2:00PM Mondays and Tuesdays**. Limited appointments can be booked online Wed. – Sun.

Bath & Blowout

This full-service bath includes shampoo, wash, blow dry, nail trim, inner-ear wash. The price of this service is based on the size, breed, coat condition and temperament of the dog.

Quick Wash

Service is only for dogs with very short slick hair (Weimaraner, Labrador, Chihuahua, etc.). This service is a simple shampoo wash and towel dry and has two price points depending on if the dog is Under or Over 40lbs. Note: During winter months, when temperatures are under 42 degrees, we automatically add a blow dry for \$5.

Nail Trims

May be booked as an individual service or added to a Bathing appt.

De-Shed Package

Includes shedding control shampoo, soak in de-shedding conditioner, special brushing before, during, and after the bath. Not available as individual service, must be added to Bathing appt.

Brush Out

May be booked as an individual service or added on to a bathing appt. Regular brushing is recommended during long boarding stays for breeds like doodles,

Training

We offer a variety of 1-on-1 training sessions to introduce pet owners to behavioral basics and how to train their dog effectively and humanely. Please reach out to trainers directly via email with specific training questions to determine which service would be most beneficial.

Consultations

A one-on-one appointment to meet with one of our trainers in person and see our private training space. Here you get to ask any questions you have about our process and discuss what your individual goals for your dog are. Trainers will discuss tools and methods and will work to see if we are the right fit for your needs. Cost of consultation appointment will be deducted from training packages when purchased same day.

One-on-One Training

One-on-One training sessions last 60 minutes and may be purchased individually or in packages of 4 or 8. Consultations with the trainer are required to understand your dog's behavioral needs.

Time with a trainer

provides your dog with enrichment in ways our normal daycare service can't. Signing up your dog to spend 30 minutes with our trainer is a great way to have more of your dog's needs met while they are here with us. Our trainers can work on things such as:

- Place work and relaxing
- Sit and down with duration
- Engagement
- Leash manners
- Teaching "leave it"
- Recall
- Impulse control exercises
- Structured play with toys
- Handling desensitization for: Grooming, Nail Trims, Physical examinations
- Learning new tricks like: Middle, Paw, Touch, Spin
- Continuing to practice skills learned during training lessons

Things that **cannot** be addressed during our "Time with a trainer" service:

- Leash manners walking to a specific location (Walking to Greenlake)
- Fence reactivity
- Fear aggression with dogs or people (these would be training lessons)

You will receive a few videos of what the trainer has worked on, and their feedback on what they've seen, where the dog could use more support."