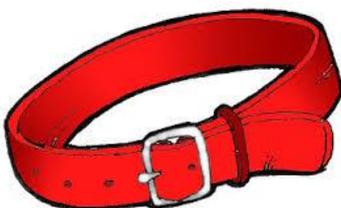




Pawpounders

Welcome Pack



0121 308 6404

Pawpounders

07780 607575

Welcome

May I firstly take this opportunity to thank you for your interest in Pawpounders, one of the UK's leading doggy day care centers. Established in October 2008, we welcome up to 50 dogs a day, representing 80 different breeds.

Our fully qualified and insured staff will exercise, play with and undertake basic training with your dog, enabling them to integrate and socialize safely with the other dogs in our care. We have 5 acres of securely fenced land, divided into heath land areas where we take the dogs for lead walks and large fields for free running, allowing the dogs to be outside for most of the day.

We also have an insulated and heated barn with crates and beds for dogs that need a rest or when the weather takes a turn for the worse. We even have our unique raised chilling zones with under floor heating and shade canopies so that dogs can remain outside but stay warm/cool whatever the weather.

We have close links with local vets, groomers and dog trainers enabling us to provide a full day care service for your dog. For more information about the services we offer please visit our website www.pawpounders.com.

Nick Parkinson

Services

Day Care

Pickup and Drop off Service

Home Boarding

Dog Washing/Nail Clipping Service (on site)

Grooming Service (by appointment)

Agility Sessions

1-1 Training

Email dog reports and picture messages

Flexible sessions and prices, tailored to your needs

Loyalty Benefits for Regular Users

Opening Times

Monday – Friday

7.30am – 6.30pm

Saturday

8.30 – 1.30

Sunday and Bank Holidays

Closed

(Weekdays 7pm by arrangement £2.50 extra, **Saturdays** – occasionally longer on request)

Although we prefer you to book your dog in to us in advance, we understand that sometimes unforeseen circumstances arise. We pride ourselves on having adequate staffing levels to be able to accommodate your dog whenever you need us. **Just phone and turn up!**

Prices

We are proud to offer an extremely flexible pricing scheme, allowing you to use our service in the most economical way possible.

- We will care for your dog for as long/short as you need (e.g. maybe only 2 hours while you attend an appointment) and we will alter the price accordingly.
- If you choose to pay in advance on one of our discount schemes there is no time limit on when you can use your credit and no restriction on which days you can attend.
- We do **not** charge for last minute cancellations.

Initial dog & owner assessment (1 - 2 hours)	FREE
Pick up and drop off service – within 5 mile radius	From £4.00
PAY ON THE DAY PRICES	
1 Dog	
Full day	£26.00
Half day (5 hours)	£16.00
Hourly	£5.00
2 Dogs	
Full day	£40.00
Half Day (5 hours)	£27.50
Hourly	£8.50
PAY IN ADVANCE PRICES	
1 Dog	
20 Full Days – 20% discount	£416.00 / £20.80 per day
10 Full Days – 15% discount	£331.50 / £22.10 per day
5 Full Days – 10% discount	£234.00 / £23.40 per day
10 Half Days- 10% discount	£144.00 / £14.40 per day
5 Half Days – 5% discount	£76.00 / £15.20 per day
2 Dogs	
10 Full Days – 10% discount	£360.00 / £36.00 per day
5 Half Days – 5% discount	£130.50 / £26 per day

All prices effective from 1st December 2015

Please ask for any more details regarding pricing.

Payment

- Please make all cheques payable to Pawpounders.com
- We also accept bank transfers and standing orders (ask for details)
- Payments to be made in advance for planned visits on discount scheme

Home Boarding

We all know how hard it is to find safe, reliable, stress free boarding for our dogs when we go away. In order to provide a full care package for our **regular clients**, our senior staff can offer to board your dog(s) in their own homes, subject to availability. Dogs will only ever be boarded on their own or with other dogs known to them from Pawpounders. As well as overnight boarding, the daily charge will include a full day at Pawpounders (when open) and full inclusion in the normal family life of our staff when not at Pawpounders (including interaction with our own dogs, regular walks, playtime and plenty of cuddles).

Price £30 per 24 hours

You provide the food and bedding, we provide the love and attention!

We advise you to book as early as possible for this service as inevitably there is a high demand, particularly during the summer months.

We are proud to have the **best** dog washing facilities locally, with our newly fitted wet room and specialist animal shower. We use only professional canine shampoos and can cater for all dogs, large or small, long coated or short. Your dog will be returned to you clean, blow dried, brushed and spritzed with a fragrant professional conditioning spray.

Prices

Small dogs £7.50

Medium dogs £10.00

Large dogs £13.50

Nail clipping £4.00

If your dog's coat needs clipping/stripping or more complex grooming treatments we can arrange this for you with our grooming partners.

Advice, Support and Training

We are aware that even the most well trained dogs can develop bad habits and also that, as with our children, we are not always prepared to ask for help. We are always available and happy to discuss your concerns and work with you to address any issues with your dog's diet/training/behavior etc. It is unlikely your dog will exhibit any behavior we have not seen before at Pawpounders, so please do not hesitate to ask any staff member for help or advice.

For example, Nick has many years' experience in the management of challenging canine behavior and is happy to organize 1-1 lessons with you and your dog for either for specialist help or general training. He has had very good outcomes with the dogs that he has worked with in the past. We also have links with experts in dog behavior and training who are always happy to give advice.

We believe passionately that happy, well trained dogs enhance all of our lives and feel it is an important part of our work to help you achieve this.

Agenda for your first visit

1. To begin the process we will arrange an initial assessment which both the owner and the dog attend. This will last between 30 minutes and 2 hours and is to ensure your dog is happy socializing with other dogs.
2. Before the dog enters the facility we will ask to see the vaccination card demonstrating up to date immunization.
3. You and your dog will be brought through our entrance to a secure area where he/she can meet other dogs separated by a mesh fence. This gives an element of security in case there are any initial altercations, whilst still allowing the dogs to see and smell each other at close range.
4. Once the dogs have had time to investigate each other's scents and are all calm we bring the new dog into one of our compounds to meet some other dogs, whilst still on a lead.
5. We then gradually introduce a few more dogs, closely watching the body language and behavior of all the dogs at all times allowing, them to socialize freely for a while.
6. We will offer you and your dog a guided tour of the facilities.
7. Provided your dog has settled in well we may give him/her a 15 minute run around the field off lead or invite you to leave them with us for a 30 – 60 minute trial.
8. We will then ask you to complete some paperwork ensuring we have all the necessary details for you and your dog.
9. Following a successful introduction, we suggest your dog attend the center for a half day initially. It is a very stimulating environment for a new dog, causing them to tire earlier in the day than the other dogs.
10. You are then welcome to book your dog in for future sessions, whenever and for whatever length of time is convenient.

Your Obligations

- Ensure your dog is wearing an ID tag or engraved collar displaying your name and address.
- It is microchipped
- Ensure that all vaccinations are up to date and that we are provided with the certificate each time they receive a booster.
- De flea and worm your dog regularly.
- Notify us of any infectious diseases and comply with our isolation procedures.
- Absent your dog (bitches) from Pawpounders when she is in season.

Pawpounders

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Client Information Sheet



Client Name	
Date Joined Pawpounders	
How did you find out about us?	
Client Address	
Postcode	
Client Landline No.	
Client Mobile No.	
Client Email address	



Dog Information Sheet



Dog Name	
Dog Breed	
Dog Date of Birth	
Vaccination info	(Please attach separately)
Does your dog have insurance?	No / Yes
Is your dog microchipped?	No / Micro number: _
Has your dog been neutered / spayed?	No / Yes
When did you get your dog?	
Does your dog have any of the following?	
Any lumps or scars?	No / Yes - Describe: _
Any sensitive areas?	No / Yes - Where: _
Any allergies?	No / Yes - Describe: _
Dysplasia?	No / Yes
Have their nails clipped regularly?	No / Yes
Take any medication?	No / Yes - Describe: _
Require feeding during the day?	No / Yes (if so please bring in a marked container)



Legal Agreement

Pawpounders Doggy Day Care Centre, Camp Road, Sutton Coldfield, B75 5QX

Tel 0121 308 6404 Mobile 07780607575

DOG'S NAME _____ BREED _____
OWNER'S NAME _____ ADDRESS _____

As a day crèche for dogs we ask you as the client to adhere to the following conditions:

I understand that my obligations under the Control of Dogs Act 1992 states that my dog(s) must wear a collar and an identity tag in a public place. (NB. From 2016 all dogs must be microchipped by law.)

I understand that my dog must have up to date vaccines and that vaccination certificates must be provided to Pawpounders.

I agree to worm and de flea my dog regularly as per recommended schedules.

I understand that my dog should be castrated (if male and over 12 months) to enroll and bitches must not be brought in when in season.

I understand that my dog will be in open play and off lead in suitable areas. All boundary fences where required will be 6 feet high as regulated by license.

I understand that during normal dog play and agility dogs may sustain slight injuries. All dog play is monitored at Pawpounders to avoid injury, but scratches, punctures, torn ligaments and other injuries may occur despite the best supervision. I realize that pads on paws may initially become sensitive until my dog becomes used to running on different surfaces.

I understand that even if my dog is vaccinated for Bordetella (Kennel Cough) there is a chance that my dog can still contract Kennel Cough. I agree that I will not hold Pawpounders responsible if my dog contracts Kennel Cough while attending Pawpounders and I will comply with the isolation policy.

I agree to notify Pawpounders of any infectious or contagious disease that my dog has been exposed to or is affected by.

To ensure my dog's wellbeing I agree to him/her being crated for rest periods when necessary.

I allow and consent to my dog to being photographed and videotaped and footage being used in any media or advertising by Pawpounders. All such photographs, etc are the property of Pawpounders.

We are licensed with Lichfield District Council to operate as a dog crèche and are insured through Cliverton Insurance, which meets with all the current legislation.

Our approved vet is Stuart Holland, Pool House Veterinary Hospital, Lichfield, Staffs. WS13 8JY

In the event of an emergency do we have your permission to take your dog to our approved vet?
(YES/ NO)

I AGREE TO THE ABOVE SERVICE AGREEMENT SIGNATURE _____
DATE _____



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