

# Updates and Reminders



## Half-Day Daycare with Transportation

### MONDAY–FRIDAY:

- All dogs MUST wear collars when attending daycare (*no leather or metal collars, and no harnesses*)
- Transportation to anywhere besides primary owner's home, \$15 fee will be assessed both ways
- All schedule requests (cancellations or additions) must be emailed in by 7:00 p.m. the day before service or a late scheduling fee will apply. This includes any grooming requests.
- Not available on weekends

## Full Day Daycare

### MONDAY–FRIDAY:

- Hours of drop off: 7:00 a.m.– 10:00 a.m.
- Hours of pick-up: 2:30–7:00 p.m.
- All dogs MUST wear collars when attending daycare. (*no leather or metal collars, and no harnesses*)
- If your dog is picked up after we close at 7:00 p.m., late fees will be charged in increments of 10 minutes: \$15 fee for the first 10 minutes late then \$5 additional fee for each increment of 10 minutes late until 8:00 p.m.  
*At 8:00 p.m., doors will be locked and boarding (\$40/night) will begin along with \$5/meal each for dinner and breakfast. ACTIVE! will provide high quality food.*
- If a special request for transportation is made (and we can accommodate) a trip fee of \$15 will be applied each way.
- All schedule requests (cancellations or additions) must be emailed in by 7:00 p.m. the day before service, or a late scheduling fee will apply. This includes grooming.
- Saturday daycare is by appointment only. Daycare is closed on Sunday for non-boarding clients.

## Boarding

All boarding requests must be scheduled 48 hours in advance. If less than 48 hours of advance notice, a \$15 late scheduling fee will be applied if ACTIVE! is able to accommodate. This includes any prearranged boarding requests that need to be modified.

For more information about boarding, see ACTIVE!'s boarding information sheet.

## Dog Walking

- Single walk time frame: approximately 11:00 a.m.–3:30 p.m.
- Double walks time frames: between 9–10:00 a.m., and between 2–3:00 p.m.

All schedule requests (cancellations or additions) must be emailed in by 7:00 p.m. the day before service, or a late scheduling fee will apply.

## Billing and Payment

- Invoices will be sent out 1st and 16th of each month for the two weeks prior of service.
- All payments must be received no later than the next billing cycle or a 8 percent late fee will be assessed (even one day late).
- **Weekly Special Clients:** If payment is late, 'special' pricing will not be assessed and you will be charged full price for services.
- If your dog will be missing two consecutive weeks of service or more, a one-month deposit will be required to reserve his/her spot. The deposit will go towards future services and is nonrefundable. The deposit does not apply to any open invoices.