



## Welcome To Our All Paws Retreat Family

Hi there! We'd like to officially welcome you to our All-Paws Retreat Family. To be a part of our family is like no other. It is our mission to make pet ownership as easy and inclusive as possible. We want to be your one stop shop for all your pet's needs, and the best part is that we put your pet first. This document will take you through what All Paws Retreat offers and how to navigate our business to provide the best care for your pup. Let's get started.

### How We Communicate

Communication is key in everything we do. We want to make sure we bring you along your pup's journey, so be prepared to know all the good and the not so good stuff. Here is a list of our primary means of communication.

Channel	Direct Contact Information	Details
Text Message	(855) 615-3570	Any messaging will go directly to the dashboard for all the management and reception staff to see. The phone number you use must be a primary number on the account for us to know who we are speaking with. This number CAN receive photos sent to it as well.
Phone Calls	(614) 429-3969	You can call us anytime during our Hours of Operations. Please ensure you listen to the routing message for your call to be appropriately directed. <b>This number is NOT able to receive text messages.</b>
Email	<a href="mailto:info@allpawsretreat.com">info@allpawsretreat.com</a>	Please allow 24 to 48 hours to receive a response. If this is an immediate need, call or text the facility.  We will email you communications throughout the year. Please watch for our emails to know what's going on at the facility. Opt-in to all email communication via your online portal.
Report Cards	Sent to you via text message & emails.  <b>*Must Opt-In for Messaging.</b>	Photo report cards are sent out nightly for all reservations. The staff take photos throughout the day of each pup. They are then uploaded & individually tagged by dog and sent to your portal. This way you can get to see what your pup is doing during the day & who their friends are.
Webcams	Accessible in your Portal	All daycare and boarding customers have access to our webcams during our Hours of Operations. You'll go to the "View" button and select "Live Webcams" from the menu. Each play group will have at least one accessible camera. <b>*Note: Pups in kennels are monitored by security cameras that are NOT accessible to customers but are viewed by managers and recorded.</b>
Social Media	Facebook: /allpawsretreat  Members-Only FB: <a href="https://www.facebook.com/groups/allpawsfam">/groups/allpawsfam</a>  Instagram: /allpawsretreat	We communicate through these channels often. We love showing all our happy fur babies faces, but also keep you in the loop on what is going on. Follow-us and join in on the fun! Sharing your pre, post & daycare photos are our favorite!  Please Note: If you message us through these channels, the communication may get lost. Please email, text, or call for questions, concerns, etc.

Our Hours of Operation:

Day of Week	Retail	Daycare	Boarding Drop-Off & Pick-Up	Grooming	Training
<b>Monday</b>	7am to 7pm	7am to 7pm	7am to 7pm	8am to 5pm	By Appt.
<b>Tuesday</b>	7am to 7pm	7am to 7pm	7am to 7pm	8am to 5pm	By Appt.
<b>Wednesday</b>	7am to 7pm	7am to 7pm	7am to 7pm	8am to 5pm	By Appt.
<b>Thursday</b>	7am to 7pm	7am to 7pm	7am to 7pm	8am to 5pm	By Appt.
<b>Friday</b>	7am to 7pm	7am to 7pm	7am to 7pm	8am to 5pm	By Appt.
<b>Saturday</b>	8am to 5pm	8am to 5pm	8am to 5pm	8am to 4pm	By Appt.
<b>Sunday</b>	8am to 3pm	8am to 3pm	8am to 4pm	8am to 3pm	By Appt.

**\*\*Please Note, we are open for daycare on most holidays, but hours may be adjusted. We will be closed for Christmas Day and New Year's Day unless otherwise stated.**

Schedule Early Drop Offs & Late Pick-Ups:

We do have flexibility in our schedules to accommodate for special early and late requests. Due to staffing capabilities and our ability to care for our boarding guests, the following options are available.

Flexible Options	Price	What it Entails
Early Drop-off	\$5 per occurrence	Members can drop off pups as early as 6:20am M-F and 7:30am S-Sun. You must notify us at least <b>12 hours prior to the intended reservation drop-off time.</b>
Late Pick-Up	\$5 per occurrence	Members will be allowed to pick-up pups as late as 7:45pm M-F. Due to boarding, we do not allow late pick-ups on the weekend. You will need to notify us at least <b>12 hours prior to the intended reservation pick-up time.</b>
Monthly Early Drop-Off & Late Pick-up Option	\$25 per month	Includes everything previously stated. You can leverage our flexibility options at your liberty if we are notified by 8pm the night before.

**\*NOTE:** If you are late and do not let us know ahead of time, you will be charged \$1 per minute.

## Member Perks

**Loyalty Program:** Earn points for every dollar you spend through your Gingr account. Points will accumulate and expire after 6-months. Every 1,000 points will earn you \$10 in store credit. You'll need to let us know when you're ready to redeem your points, and we will add the credit to your account. You'll be able to view your points on your profile or by asking the Front Desk staff.

**VIP Membership:** Become a monthly VIP Member for \$40 a month and gain the following benefits:

- Priority booking and approval for Daycare, Overnight & Grooming reservations.
  - Please note: if you are added to the waitlist you will get priority of being accepted from the waitlist!
- VIP Discount on Overnight Boarding.
- Early bird access to photoshoots, contests, classes, new product/service releases & on-site events.
- Unlimited Early-Drop Off & Late Pick-Up (With 12-hours or more notice.)
- VIP access to events, arts & crafts, holidays gifts at the daycare for no additional charge.

## Cancellation & Deposit Policies Across All Services

Service	Cancel Timeframe	Cancellation Fee
<b>Daycare</b>	Before 7:00am M-F (8:00am Sat/Sun) on the day of the scheduled service.  You must text, email, or leave a voicemail if your reservation is within the 24-hour window. You cannot cancel this online due to our operational needs.	No fee
	After 7:00am M-F (8:00am Sat/Sun) on the day of the scheduled service	The cost of Daycare: <ul style="list-style-type: none"> <li>● Full day (\$34)</li> <li>● Half day (\$24)</li> </ul>
<b>Boarding</b>	Cancel more than 72-hours prior to the start of your reservation time/date.	No fee
	Cancel less than 72-hours prior to the start of your reservation time/date.	Deposit is forfeited.
	Changes to reservation dates MUST be done 72-hours prior to the start date/time. **You will still be responsible for the full stay if you pick-up early.	Charged for the full length of stay.
	Cancellation Day Of	Charged for the full length of stay
<b>Grooming</b>	More than 24-hours prior to the start of the reservation time/date	No fee
	Less than 24-hours prior to the start of the reservation time/date	<ul style="list-style-type: none"> <li>● 1 hour time slot - \$30</li> <li>● 1.5 hour time slot - \$45</li> <li>● 2 hour time slot - \$60</li> <li>● 2.5 hour time slot - \$75</li> </ul>
<b>Training</b>	More than 24-hours prior to start of the reservation time/date	No fee for 1st occurrence.  **May be subject to a \$60 deposit for rescheduling if second cancellation occurs.
	Less than 24-hours prior to the start of the reservation time/date	\$60 per 1 hour time slot booked

## Dog Daycare

Our Dog Daycare is where all the fun happens! Pups are split into groups based on size, temperament, personality traits, and employee skill sets. Groups evolve as the day goes on to ensure the best fit for each dog. We offer half days (up to 5 hours) and full days (over 5 hours). There are no set drop-off or pick-up times for these services, but **A RESERVATION IS REQUIRED.**

**Is My Pup Eligible for Daycare:** Once they pass the first day assessment, in theory, they should be good to go, but there are a few things to be considered.

**Vaccinations:** All pups must be up to date on Bordetella, DHLPP and Rabies and while the Flu vaccine is not required we highly recommend it. We do allow for a slim grace period, but we will decline reservations to all pups that cannot provide proof of vaccinations done by a licensed veterinarian.

**Spay & Neuter Policy:** All dogs participating in daycare MUST be Spayed or Neutered by 7-months, UNLESS a note is provided and uploaded to your profile from your vet indicating that you are waiting until your pup has reached full maturity. We will separate all un-spayed from all un-neutered dogs while at our facility. We will also communicate to you about their behavior thoroughly. If a pup becomes a problem via humping, excessive peeing, aggression, inciting aggression in others, etc., we will dismiss this pup until he or she has been fixed.

\*NOTE: We allow dogs that are not spayed/neutered to participate in daycare to ensure they do not miss out during their critical socialization period. Larger breeds are very susceptible to not getting the proper socialization. Example: They are pulled from daycare at 7 months and are not allowed back until a year to two years old. That's more than half their life that they are not learning to be a dog.

**Collars:** All collars will be removed from pups entering daycare/boarding and are to be hung with their leash/belongings. We will make an exception to this rule only for the following: pre-approved e-collars for training dogs, our own special colored collars to indicate intact puppies, and if the collar has a tracking device on it. **NO BARK COLLARS ARE EVER TO BE WORN!**

**Flea/Tick:** All dogs participating in daycare must be up-to-date on Flea/Tick medication.

**Overall Health:** They also must be in prime health. We need to know if he/she is on any medication, has any health issues, or needs monitoring of any sort (ate a toy). **DO NOT BRING YOUR PUP TO DAYCARE IF:** they are experiencing any health issues, are not acting normal, have any open wounds, irritable bowels, nasal drainage, cough, etc. Please let us know if your pup is having any issues immediately, so we can begin tracking exposure.

**Lunches:** We do give lunch for pups under a year old or for dogs that struggle to eat in the morning if their food is provided for them. If your dog needs to eat lunch, we will require you to purchase an All Paws lunch bag. The bag will get hung on your pup's leash hook to ensure they are fed and that the bag goes home with you. **The cost of the lunch bag is \$20+ tax.**

**Late Fees & Cancellation Policy:** Cancellation Fee: **\$34 Full Day / \$24 Half Day / \$34 Day Stay**

Cancellation policy for Daycare: You MUST cancel your pre-scheduled daycare reservation before 7am Mon-Fri (8am Sat-Sun) on the scheduled day to avoid the fee. The fee is the price of the daycare service that is booked (\$34 per Full Day, \$24 per Half Day, & \$34 per Day Stay). \*Note: Daycare package & subscription credits are NOT used in place of the cancellation fee.

You can communicate cancellations via text to (855) 615-3570, email at [info@allpawsretreat.com](mailto:info@allpawsretreat.com), or leave a voicemail at (614) 429-3969 x1.

**Late Fee: \$1 per minute late up to \$30 if we are not made aware ahead of time you will be late.** After \$30, you will be charged one night's boarding stay and your pup may be required to spend the night at the discretion of the manager.

**Waitlists:** Your pup may be put on a waitlist upon creating a daycare reservation. Give us 12-24 hours to accept this reservation, before you create a new reservation or cancel the existing one. We use the waitlist to control group personalities. We set the limit of automatic acceptance to about 80% of actual capacity, so there is a solid chance your pup's reservation will get approved. Just give us some time to make it work on our end.

If it is an emergency, we can always take your pup that day. We just ask that you be flexible with us by understanding that they may hang out in a kennel until there is space in daycare for them.

Please call us or text us if you want to know where your pup stands on the waitlist.

**Packages, Subscriptions, & Pricing:**

Service	Price
Daycare   Full Day (All Day)	<b>\$34</b>
Daycare   Half Day (up to 5 hours)	<b>\$24</b>
Daycare   Day Stay (for pups who require 1:1 attention from group)	<b>An additional \$15 charge added onto your Full or Half day reservation.</b>

We offer both Packages and Subscription models to help meet different purchasing behaviors. See details of both below:

**Subscriptions** are monthly packages that are automatically billed **31-Days** from purchase. These are cheaper by day than purchasing packages. You must use the subscription credits within the 31-Day window, or the credits will no longer be valid. Many customers choose this option to help them budget their pup’s daycare monthly. **Refunds and extensions are not permitted on subscriptions. Credits also cannot be used towards boarding reservations.**

Full Day Subscriptions	Cost by Month + Savings	Half Day Subscriptions	Cost by Month + Savings
05 Full Day Credits	\$150/\$20 savings	09 Half Day Credits	\$189/\$27 savings
09 Full Day Credits	\$252/\$54 savings	14 Half Day Credits	\$276/\$60 savings
14 Full Day Credits	\$378/\$98 savings	One Dog Unlimited	\$436/\$308 savings
One Dog Unlimited	\$576/\$478 savings		

**Packages:** All package options are good for **3-months** from the date of purchase. The more credits purchased, the cheaper the cost per day becomes. You must use the package credits within the 3-month window, or the credits will no longer be valid. **Refunds and extensions are not permitted on packages. Credits also cannot be used towards boarding reservations.**

Package Pricing	Cost Per Package	Savings
5 Full Days	\$160	\$10
10 Full Days	\$310	\$30
15 Full Days	\$435	\$75
20 Full Days	\$560	\$120
25 Full Days	\$667	\$175
5 Half Days	\$110	\$10
10 Half Days	\$210	\$30
15 Half Days	\$300	\$60

**Daycare Day Stay Program:** Day Stay is designed for pups who do not participate in play groups at all for one or more reasons. This program includes 1:1 attention from our trained staff, hourly potty breaks, and tailored mental and physical stimulation activities cared for the individual pup. Because Day Stay is a 1:1 program, spaces are limited and pups must be approved by management before being allowed to participate in this program.

**Pricing:**

- Full Day-Day Stay: \$49 (full daycare charge (\$34) + day stay add-on (\$15))
- Half Day-Day Stay: \$39 (half daycare charge (\$24) + day stay add-on (\$15))

We allow daycare package and subscription credits (Full and Half Days) to be used for Day Stay dogs but the \$15 add-on service will come as an additional charge and **is not covered by the credits**. The same rules for regular full and half day credits will still apply.

This allows owners to request daycare through their customer portals and staff will then add on the additional service charge. Please note that day stay spaces are still limited and we will do our best to accommodate everyone.

**Combination Daycare + Day Stay:** For pups who participate in both daycare playgroups and a partial Day Stay program day due to needing help regulating their play and energy or becoming overstimulated in playgroup and cannot stay in group the whole day, a Day Stay add-on fee will apply in addition to the daycare price.

**Pricing:**

- Day Stay Add-On: \$5 for 3 hours or less
- Day Stay Add-On: \$15 for more than 3 hours

This pricing reflects the additional time, care, and resources provided to ensure your pup has a safe, stimulating, and enriching experience during their stay.

If your pup participates in the combination Daycare + Day Stay, the regular Full Day and Half Day package credits, or subscription credits, can be used towards these reservations and the add-on service will be tacked on as an additional charge the credits do not cover.

**Boarding:** An additional \$10 charge per night for day stay pups when they board will be added on for pups who board with us. Package credits cannot be used towards boarding stays.

We value your trust in All Paws Retreat to care for your furry family members. Please don't hesitate to reach out with any questions or to discuss your pup's care plan.

## Dog Boarding

**Is my pup eligible to Board?** At All Paws, we pride ourselves on being a daycare first and foremost, so that means every pup who boards with us must also participate in daycare, unless a preapproved Day Stay dog. All daycare dogs are eligible to participate in our overnight boarding.

If your pup suffers from separation anxiety, consider the following:

- Incorporating CBD within your pup's daily routine.
- Establish a schedule/routine by signing your pup up for daycare at least once a week, four weeks prior to your stay. This allows them to adjust to the new environment, the staff, and our routine - helping build their confidence.
- Pack items that smell like home and their favorite human.
- Send them to board early in the day, so they wear themselves out before bed.

**We are now OFFERING A FREE EXIT BATH** with any boarders staying a minimum of three nights. You must schedule this reservation ahead of time as it is first come, first served and it should be booked on the last day of your reservation. **This is a towel dry only option.** If you would like to upgrade to a blow dry, you will be charged for a Complete Bath. **NOTE:** If you shorten your pup's stay less than 3 nights, the exit bath is no longer free and you will be charged for the normal exit bath if you'd still like to keep it.

**How to request a reservation:** Just like scheduling your daycare reservations, you will sign into your portal and select "Schedule a Reservation". From there select, "Overnight Boarding". We have many different sized enclosures for pups to hangout in safely. We will ensure we choose the best room that fits your pup's needs based on size, anxiety level, need for space, need to cuddle, etc.

**Waitlists:** Your pup may be put on a waitlist upon creating a boarding reservation. Holidays tend to be our busiest time of year and we sometimes book out 2-3 months in advance. If your pup is placed on the waitlist, we monitor lodging changes daily and will let you know ASAP if we are able to get your pup in. Just give us some time to make it work on our end.

**Deposits & Cancellation Policy:** All boarding reservations are required to pay a **deposit of 50%** of the total cost for the scheduled reservation. **Reservations must be cancelled or adjusted more than 72 hours prior to the start time/date of your reservation.** If you make a change to the reservation, like a reduction in days, you will be required to pay for the full stay. If you cancel within 72 hours, you will be required to pay the full deposit. If you cancel on the start day of the reservation, you will be subject to pay for the entire stay. You must have a working credit card on file to book boarding with us!

**PLEASE NOTE:** If you pay a deposit and cancel within the appropriate time frame, please contact us to request a refund. Our system does not let us know that you had a deposit when you cancel on the customer side. Failure to request a refund after 6-months from the cancellation date is an automatic forfeit of the deposit and can no longer be refunded.

**I want to pick-up my dog early. Am I allowed?:** You are always allowed to pick your pup(s) up early from their boarding stay; however, you will be charged for the entire stay as scheduled prior to check-in.

**It's an emergency and I need to board my pet. What are my options:** If we have availability, you are absolutely allowed to book reservations last minute. If you find that there are no options available, please give us a call. We will try to make room or give you the option to board your pup overnight in a crate if all kennels are full. But pup(s) must be okay to stay in a crate as not all pups are used to this option.

**What to bring:** We encourage you to bring items from home that will comfort your pup throughout their stay. This includes CLEAN bedding and blankets. You may also bring items of clothing that smell like you and your family, toys and chews as long as your pup CANNOT choke on or destroy them.

**What NOT to bring:** Please do not bring anything that squeaks, is partially chewed or too small for your dog. Absolutely no rawhides will be given during their stay. Please do not bring any item that your pup would need to be monitored while using/enjoying. If your pup is prone to ingesting items or likes to hold things in their mouth, do not bring items with them to put in their kennel. Please do not bring bowls of any kind as we provide those for your pup. Leave items of value at home. All items are subject to use by your pup and may not return home in the condition you brought in.

## Grooming

### **Why Choose All Paws:**

We care about the individual needs of each dog that comes through our doors! Whether it's coaching a puppy through their first experience, desensitizing an anxious pet to our professional tools, or just providing a safe space for an elderly rescue to get a bath—we will do our best to work with your dog and get them back to looking and feeling their best. We use all natural products and do NOT use cage drying methods. Your dogs' spa experience will be tailored to fit their specific needs with their comfort and happiness in mind. Another advantage: Pups can get groomed while at daycare/boarding. Basically, a one-stop-shop for everything dog.

**We are now OFFERING A FREE EXIT BATH** with any boarders staying a minimum of three nights. You must schedule this reservation ahead of time as it is first come, first served and it should be booked on the last day of your reservation. **This is a towel dry only option.** If you would like to upgrade to a blow dry, you will be charged for a Complete Bath. **NOTE:** If you shorten your pup's stay less than 3 nights, the exit bath is no longer free and you will be charged for the normal exit bath if you'd still like to keep it.

### **How to Schedule Your Pet's Groom:**

Grooming appointments are available Monday through Sunday. You'll be able to select your Groomer upon scheduling. We currently allow customers to submit their grooming requests through their online portal, over the phone, email or via text message (for customers already in our system). Requests must be accepted by our grooming scheduler before the appointment is confirmed.

We have three grooming options for you to choose from when scheduling a Spaw Day with us.

- **Complete Bath:** A full bath, brush out and blow dry. Nail Trimming and Ear Cleaning. Anal glands are also included upon request. \*Add a Shed Control Treatment option to help remove all the excess hair. Complete baths will be performed by a Groom Tech and can be requested more frequently with less notice than haircut grooms.
- **Face, Feet, Fanny:** It's exactly how it sounds; we trim up your pet's face, feet and fanny to keep the current length on the body but maintain your pet's hygiene and ability to see. Also included in this package is a full bath, brush out and blow dry, nail trimming and ear cleaning. Anal glands are also included upon request. \*Add a Shed Control Treatment option to help remove all the excess hair.
- **Full Cut:** Any length of hair shortened across the whole body. Also included in this package is a full bath, brush out and blow dry, nail dremel and ear cleaning. Anal glands are also included upon request.

If you are looking for one-off services, please select options for our Individual Grooming Services. These are singular services that take 15 minutes or less to complete and do not constitute a full appointment. Please note: An exit bath includes our all-in-one shampoo and a towel dry. They will **NOT** be blow dried.

### **Care Fee Charge:**

If you know you're going to be 20 minutes, or more, early dropping off for your scheduled appointment or 20 minutes late picking up, please let us know ASAP so we can plan accordingly. We are a kennel-free grooming facility, so your pet should be picked up within 20 minutes of their groom completion. Your groomer will send you a 20 minute text when they are almost done so you can start heading our way! If it exceeds this and we have to place your pet in our Daycare/Boarding building, there will be a "care fee charge" of \$20 added on for holding your pet in a kennel. If you need to drop off your pup early for their appointment, that is fine as well as long as we have a heads up! If you are more than 20 minutes early to your appointment however, your pup will have to go into a kennel in our Daycare/Boarding area until their appointment time and a "care fee charge" of \$20 will be added on for holding your pet in a kennel.

### **Cancellation Policy**

**You MUST cancel 24 hours prior to the start time of your appointment to avoid the cancellation fee.** If you do not cancel 24 hours prior, you will be subject to pay a fee based on the allotted time booked for your appointment. 1 hour time slot: \$30 fee, 1.5 hour time slot: \$45 fee, 2 hour time slot: \$60 fee, 2.5+ hour time slot: \$75 fee. **NOTE:** The more time your pet takes to get groomed, the higher your cancellation fee will be as our groomers work for commission and time is money for them.

If you are 15 minutes or later to your appointment, this will be considered a cancellation and you will be subject to the cancellation fee.

### **Adding Grooming to a Daycare or Boarding Service:**

Please let us know if you'd like to add this service to your reservation and a front desk representative or manager can help you get it booked. Individual services may always be booked via the portal when making a daycare or boarding reservation.

### **We groom Cats too:**

While we love to groom our feline friends, it is a little trickier to do so (believe it or not). Due to their hypersensitivity to their

environment and the number of dogs we have on premise, we ask that our cat friends are booked with us on Saturdays. As we grow as a team, more slots will become available!

Please ensure your furry friend is brought to their appointment in a carrier. Vaccinations must be up-to-date. Please let us know if they have ever been groomed, any sensitivities and behaviors we should watch for. Grooming cats is very HIGH risk, and for that reason, they do cost more.

#### **Important Information to note for any and all grooming services:**

**Accidents:** There is always the possibility an accident could occur. Grooming equipment is sharp. Even though we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, trimming too short of nails causing them to bleed, etc. Every effort will be made to ensure your pet is groomed as safely as possible; however, some pets may have reactions to grooming products or procedures such as shaving, ear plucking, etc.

**Health or Medical Problems & Senior Pets:** Grooming procedures can sometimes be stressful, especially for a senior pet or pet with health problems and can expose hidden medical problems or aggravate a current one during or after the groom. Because senior pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in styles that will not add to their stress. In the best interest of your pet, this Agreement gives All Paws Retreat permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary by staff. We will do our best to contact you first, then take your pet to your authorized Veterinarian. All expenses for Veterinary care are the responsibility of the pet's owner.

**Heat Cycle/Pregnancy:** All Paws Retreat will not complete services on animals that are actively in heat, pregnant or nursing. This time for an animal is already uncomfortable and the stress of grooming can cause undue harm and avoidable complications to your pet. Because we don't have the equipment and staff to monitor for heart or breathing complications, this is simply for the safety of the pets in our care.

**Parasites:** If fleas or ticks are found on your pet during the grooming process, your pet will be treated with a Flea and Tick shampoo to kill the parasites in order for the service to continue and you will be charged an additional fee. Ticks found will also be removed for an additional charge. Please note that parasites are a health hazard to your pet as well as to humans, so we also reserve the right to turn a pet away to receive treatment if parasites are discovered.

**Mat Removal:** Pets with matted coats need extra attention during their grooming session. Mats left in a pet's coat only grow tighter and can strangle the pet's skin, or eventually tear it open. All Paws Retreat does not wish to cause serious or undue stress to your pet and will not continually de-mat your pet for you.

Mats can be very difficult to remove and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts, or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming process.

After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to regrow. Shaved pets are also prone to sunburn and should either have sunscreen applied daily or should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases, pets may also exhibit brief behavioral changes.

Prevention is the best defense against matting by scheduling regular grooming and bath appointments. There is an extra charge for De matting. \*\*We will always attempt to call you if your pet must be shaved down due to matting if not already discussed and agreed upon during scheduling or check-in.

For questions about Grooming, please email us at [grooming@allpawsretreat.com](mailto:grooming@allpawsretreat.com) or call us at (614) 429-3969 ext. #2.

## **Training**

### **Why training with All Paws:**

All Paws views training as more than simply telling your pup what to do. Training is about helping your pup understand what is expected of them so that they can make decisions on their own. A well-trained pup understands how to behave in scenarios such as making new human and dog friends, going to patios with their paw-rents, and playing appropriately. Training is all about the mental, emotional, and physical health of our furry best friends, and we are here to help ensure they live the most holistic life possible.

### **How do I get started:**

**One-on-One Private Training:** Our private lesson programs are tailored to fit the needs of the individual doggo, meaning it is dependent on your pup's needs. To get started, we invite you to come to a free 20 - minute consultation at the All Paws Retreat facility. This gives us a chance to meet you and your pup, talk about your training goals, and decide on a training program that best fits your family. You can sign up for your free consultation through our website or by giving us a call at 614-429-3969 Ext. 3. Private lessons are \$120 per hour. Your trainer will help you assess and determine the number of hours needed to reach your agreed upon goals.

**In-home and field trip training:** Our in-home sessions are held in the comfort of your own home! These sessions are tailored to the individual needs of your pup, like one-on-ones. The biggest difference is that these sessions are held at your home. This can be beneficial for certain problem behaviors and hectic schedules. The cost for In-Home private lessons is \$180. The location of the in-home sessions must be within 15 minutes of our facility. If the location is further than 15 minutes, the price will reflect the number of timeslots required for travel.

### **Group classes for puppies (under 6 months):**

We offer two options for your pup to learn! The first option is the Puppy Social which allows your pup to socialize with humans, dogs, and objects in a controlled environment. The first bit of class is spent doing object and sound socialization. Afterward, we have a free-play session! During this time, our trainers will point out proper play behavior and answer questions about potty training and crate training. Puppy Social is \$20 for a 45-minute run time. Our Puppy Social is open enrollment, meaning you can sign up for one or five! *However, our Puppy Social can also fast track your pup to our daycare after your pup is of age and socially mature.* Puppy Social is geared towards dogs between 10 weeks and 16 weeks of age or when they have successfully graduated.

Our second option is Puppy Obedience class. This class runs for 4 weeks and is held the first week of every month as well as a second class beginning mid-month. We will help guide new puppy owners through common problem behaviors (chewing, biting, jumping, etc), healthy food choices, proper grooming, and of course obedience cues that will help pups live their best life possible! Puppy Obedience classes are geared towards dogs ages 12 weeks to 6 months old. Puppy Obedience is \$150 for the 4-week rotation.

We highly recommend doing Puppy Social alongside our Puppy Obedience class to ensure you are raising a confident, healthy puppy! *To sign up for either of these options (or both), you can register through your online portal by clicking "new reservation" and then "group obedience classes".*

**Group classes for adults:** For our adult doggos, we offer a "levels based" curriculum which includes Novice, Intermediate, and Expert classes. With this curriculum, you and your pup can move through the classes at your own pace. Before moving to the next level of classes, you and your pup must meet pre-set criteria to ensure you get the most out of each class. Each Novice group class will run for 4 weeks, beginning the first week of each month. Intermediate and Expert classes are offered based on interest. Enrollment costs \$150 for the 4- week rotation and each class is 1 hour. Our Novice class will introduce basic obedience commands and dog training basics. Our Intermediate class will introduce distractions, duration, and distance to basic commands and build up new commands. Our Expert class adds significantly higher distractions as well as additional trick training, pack walks, and patio class.

To get signed up for adult group classes, we do recommend starting with a free consultation/evaluation from one of our trainers to decide which class your pup will fit best. After your free evaluation, you can sign up for group classes through your online portal.

**Trick Training:** Our trick training options are great for confidence building, building a bond with your pup, and mental stimulation! We offer trick training in 2 ways: 1:1 during daycare as well as a Trick Training Social night. Daycare trick training costs \$30/30 minutes of training. We suggest 2-4 sessions for your pup, and successfully mastering a trick is dependent on confidence, food motivation, and more. Videos will be sent to parents explaining how to practice at home!

Our Trick Training Social Night will cost \$40 And is a 1-hour session of socialization with other classmates, mastering the trick of the month, and having fun! Parents who have signed up for daycare and trains will have priority when joining our Trick Training Social night, but anyone can sign up.

### **Cancellation policy:**

Consultations are free to ensure that we can meet the needs of your pups. We ask for 24-hours' notice if you need to reschedule. However, due to our busy schedules we only allow consultations to be rescheduled one time. If you need to reschedule your consultation a second time or give less than 24-hours' notice, you may be required to pay a \$60 deposit. The deposit can be put toward your training program after the consultation but will be forfeited if you need to reschedule a third time or do not sign up for training.

Lessons need to be cancelled 24 hours before the scheduled start time. Any cancellations within 24-hours are subject to a **\$60 cancellation fee** per 1 hour time slot booked. **We allow for 3 cancellations per family to ensure consistency and fairness to other customers and our trainers.**

Our trainers run very tight schedules with private lessons, consultations, and daycare training. Lessons run for 1-hour and consultations are 20-30 minutes. If you are late to your scheduled appointment, your lesson will still end at the original time. If you are more than 10 minutes late to your consultation, we ask that you reschedule to ensure there is enough time to discuss your options and you will be subject to the cancellation policy above.

**Late Policy:**

All training sessions end 60 minutes after the scheduled start time. If you are late to your lesson, due to tardiness, your lesson will not be made up after the scheduled end time of that session. Consultations end 30 minutes after the scheduled start time. If you are over 10 minutes late to their session, you must reschedule to allow time for a full consultation and may be subject to the Cancellation Policy above.

**Refunds:**

Training requires consistent follow-up and practice by both you and your pup. For this reason, we will not give refunds for completed training hours. Additionally, no refunds will be given for scheduled but abandoned training sessions unless otherwise agreed to by the Head Trainer or an authorized Manager.

**Dog Health and Vaccinations:**

Pups must be physically fit and in good health, and free of fleas, parasites, and infectious diseases. All dogs participating in training must be up to date on DHLPP, Rabies, and Bordetella vaccines unless otherwise discussed and agreed to prior to the commencement of the first training session. Proof of updated vaccinations (Bordetella, DHLPP & Rabies) are required prior to participating in any training sessions or classes. Our trainers reserve the right to cancel or shorten a training session to the extent necessary for the well-being of a dog exhibiting symptoms of illness such as cough, worms, or diarrhea and to allow time for our staff to clean and disinfect the training facility prior to the next training session. With prior communication, we may allow dogs in heat to be trained if, and only if, said dog is accompanied by proper coverage or diapers. Training sessions involving a dog in heat may be shortened, to allow our trainers to clean and sanitize the training facility prior to their next session. The price of shortened lessons may still be charged at full price.

For any questions, please reach out to Tara O'Brien at [tara@allpawsretreat.com](mailto:tara@allpawsretreat.com) or by calling us at (614) 429-3969 ext. #3.

## **Add On Services**

**What's an Add-On Service?**

There are three specific stimuli needed to fully enrich your pup's life:

- Physical – Exercising daily allowing them to run off their pent-up energy.
- Mental – Engaging in new experiences, stimulus, social settings, treats, puzzles etc.
- Emotional – Spending quality time nurturing a relationship with lots of love & belly rubs.

While it is very easy for us humans to conceptualize the need for a physical outlet, we sometimes ignore the need to fulfill the mental and emotional pillars. Daycare is a great outlet for all three stimuli, but some pups just need more. For that, we have created additional services that can be added to any daycare or boarding reservation.

SERVICE CATEGORY	STIMULI	SERVICE NAME	COST
Training	Mental, Physical, Emotional	Treadmill Training	\$15/15 mins
Extra Enrichment	Mental	Puzzles & Games	\$15/15 mins
		Chewing	\$15/15 mins
	Physical & Emotional	Fetch, Squeak/Plush toy play & Tug	\$15/15 mins
Extra Snuggles	Emotional	Snuggle Time	\$15/15 mins
		CBD calming chew/oil	\$3.00
Extra Snacks	Mental & Emotional	Cow Ears, Duck foot, Pig Ears	\$5.00
		Dental Chew	\$3.00
		Post Daycare Recovery Treat	\$3.00
		Puppy Ice Cream	\$5.00
		Stuffed Kong	\$5.00

**What do Add-On Services Entail?**

Each pup will be removed from their group to participate in the fun! These services are completed one-on-one, separate from other pups, with a member of our team. Pictures will always be provided to document the service that was performed (and because it's cute). Once the designated time frame for that service is up or they finish their snack, they'll be placed back into a group/or a kennel for rest.

**What if my pup doesn't like the service I chose or won't eat the snack?**

No worries! We will either send the treat home with you or remove the service from your reservation. We can always pivot services and try something else. If you think your pup may have a hard time, let us know and we will come up with alternative solutions should that happen.