



# WELCOME TO THE PACK

## THINGS TO KNOW...

All of our policies and procedures are in place for the safety of your dog and their friends. Please carefully read all the information and don't hesitate to ask for clarification.

### COVID-19 PRECAUTIONS

- If our staff or anyone in their household is exhibiting any flu-like symptoms, or is in quarantine, they will be asked to stay home. We ask the same from you and your dog.
- All services are performed by reservation only. 24 hours notice of cancellation is appreciated.
- All payments are to be made by credit card on account (available in parent portal) interac e-transfer before pick up of pet.
- Pick-up and drop-off will take place outside. If there is no staff member outside a doorbell will be present to get staff attention.
- Indoor Daycare:  
Drop off between 6:30 and 10:00AM.  
Pick up between 2:30 and 7:30 PM.

### HOURS OF OPERATION

**DAYCAMP: MONDAY - FRIDAY**

**6:30AM - 7:30PM**

**GROOMING: BY APPOINTMENT**

**TUESDAY - SATURDAY 9AM-3PM**

### VACCINATIONS

All dogs must be up to date on their vaccinations (inc. Bordetella/Kennel Cough) and on active flea and parasite prevention programs at all times.

Proof of vaccination is required.

### NEUTERING/SPAYING

All dogs must be neutered by the age of 8 months. We accept unspayed female dogs, but ask you to keep them home during their heat. Ruffin'it Dog Care will not be responsible for any complication derived from an unspayed dog attending our facility during her heat.

### ILLNESS OR INJURY

If your dog is injured, has received intrusive veterinarian attention or is sick, we ask that they stay home in a comfortable environment for the best chance of a healthy recovery. We cannot accept dogs into our services if they are sick, injured, have sutures and/or wearing preventative equipment such as cones or bandages.

102-3500 QUADRA STREET | 778-433-2267 | INFO@RUFFINITDOGCARE.COM



# DAYCARE AND ADVENTURE HIKES

## THINGS TO KNOW...

### COLLARS, LEASHES & HARNESSSES

All dogs in our Indoor or Outdoor Daycamp services are required to wear a quick release collar. All collars are to be properly fitted to be unable to slip over their head. Some dogs may require a harness if the proper fitting of the collar cannot be achieved. Please ensure your dog is escorted in and out of the Daycamp on a leash. If your dog is being picked up and or dropped off for our Outdoor Adventure Park we will provide the use of our own company leashes.

### LUNCHES

If your dog is used to eating three times a day, please bring a lunch. Lunches are fed at 12pm. For dogs eating lunch we require a labeled bag containing your dog's food.

### DISCIPLINE

In all of our services we believe in positive reinforcement with clear communication of our expectations.

### ELIMINATION BEFORE ARRIVAL

Set your dog up for success, allow them to eliminate prior to drop-off and again after pick-up.

### INACTIVE ACCOUNTS

Dogs who have not attended any of our services for more than 6 months will require reassessment to ensure their comfort level has not reduced.

## HOW TO BOOK

All pet parents have access to request any of our services online through the parent portal, we request that all services be booked in advance to secure availability. All of our services have a maximum capacity. If you arrive without a reservation we reserve the right to turn you away.

The owner portal can be found at <https://secure.petexec.net/login.php>

For your convenience we also offer an app that can be downloaded in the apple or google play stores under Petexec Mobile. Your username and password are the same between all platforms.

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