

## TAILWINDS SERVICE GUIDELINES

### 1. BOARDING/DAYCARE

Reservations will be confirmed once all Tailwinds paperwork has been completed and received including receipt of current vaccination proof. The proof should come in the form of a receipt you provide from your veterinarian or directly from your veterinarian. The form should show either dates of administration and/or dates of expiration. The paperwork can be emailed to [info@tailwindsaz.com](mailto:info@tailwindsaz.com) or faxed to 602-265-8246.

### 2. REQUIRED VACCINATIONS

Vaccines must be administered at least 5 days prior to arrival.

Required vaccines for dogs:

- Bordetella (prevents kennel cough)
- Rabies
- Distemper/Parvo
- Note: Older dogs may be exempt from Distemper/Parvo vaccine after age 9 or 10, consult with your veterinarian.

Required vaccines for cats:

- Rabies
- FVRCP
- Note: Older cats may be exempt from FVRCP vaccine after age 9 or 10, consult with your veterinarian.
- Feline Leukemia (optional)

### 3. CANCELLATIONS

Cancellations not received at least 48 hours before the day of the Pet's arrival will result in a forfeiture of the deposit.

### 4. CONTAGIOUS DISEASES/INFESTATIONS/GERIATRIC PETS

If your pet has been diagnosed with any contagious disease within 1 month of reservation, Tailwinds will require clearance from your veterinarian before they may stay. If a contagious disease is suspected during their stay, Tailwinds is not equipped to quarantine pets and will require the pet to be removed immediately. We will contact owner first for direction for removal. If they cannot be reached we will contact emergency contact. If they cannot be reached Tailwinds will transport the pet to a veterinarian's facility.

Fleas and Ticks. Tailwinds strongly recommends administering regular preventative treatment for your Pet against fleas and ticks.

Examples of contagious diseases are:

- Giardia
- Valley Fever (depending on what stage)
- Tracheobronchitis (Canine Kennel Cough)
- Parasites
- Ring worm
- Tape worms
- Intestinal worms
- Conjunctivitis (pink eye)
- Fleas and/or Ticks - if fleas or ticks are discovered on your pet at arrival, Tailwinds will administer a flea and tick dip at owner's expense. Depending on infestation, Tailwinds may require the pet to be picked up immediately.
- Others may not be listed. If unsure, please inquire with your veterinarian if it is safe for other pets to be exposed to your pet.

Geriatric pets are welcome as long as they are in good health.

## **5. GROOMING**

Appointments are required, though we may be able to take "day of" appointments if there is availability.

Pet must show proof of a current rabies vaccine.

Tailwinds does not accept grooming pets to be dropped off and left all day unless they are participating in daycare. The pet will have to be picked up within a reasonable time after notification of completion. Tailwinds reserves the right to place the pet in daycare if all vaccines are current and has previously participated in a temperament test. If the pet is not qualified to participate in daycare, a \$15 fee will be assessed.

If your pet is participating in daycare and receiving a bath or groom during that day, you will receive a daycare fee reduction to 1/2 day price (\$15) in addition to the grooming fee.

## **6. GENERAL REQUIREMENTS**

All pets must be leashed when entering and leaving Tailwinds property.

Arrivals and Departures are only available during office hours. If you arrive after the office has closed you will have to pick up your pet the following day and pay for the additional service. If you arrive early, you will have to wait until the office opens to drop off your pet.

Office hours are:

Monday-Friday 7:30am to 6:30pm

Saturday and Sunday 9:00am-4:00pm

The office is closed on the following major holidays and no drop-offs or pick-ups can be accommodated; New Year's Day, Memorial Day, Fourth of July Day, Labor day, Thanksgiving Day, and Christmas Day.

Tailwinds suggests that first time clients arrive after morning daycare arrival rush and before daycare departure rush Monday through Friday. The best time for new clients is between 10:00am and 4:00pm Monday through Friday. We will need a little extra time to review documentation. If arrive during the rush, please be prepared to wait.

- No rawhides or natural bones will be allowed during stays. These can cause serious digestive problems. Nylabones would be a good substitute.
- No large bags of food (example 40lb bags). Please provide appropriate size container for stay.
- 2 toy limit. We do not accept balls. The balls can roll out from under the runs and then we don't know who they belong too if picked up by another dog or they get mixed in with Tailwinds stock.
- No bowls except for slow feeders or risers.
- No bedding or other fabric items. This includes dog beds, t-shirts, blankets, socks, etc. Owners often think their pet finds comfort in a scent from home, but we cannot guarantee a sanitary environment and would have to wash and sanitize them at arrival, thus removing the scent from home and making it difficult to know who it belonged to upon return.
- Pets must be leashed while on Tailwinds property.
- Pets must have an identity tag on a regular leather or nylon collar. We remove harnesses, choke chains and prong and spike collars. If your pet requires any of these types of collars, please add an additional regular collar and attach tags to it.
- Meals are served at 6:30am, 12:00pm, and 6:30pm. If owner requests pet to be fed outside of these timeframes the pet will have to skip group play until an hour has passed to reduce the risk of digestive complications.

## **7. TEMPERAMENT TEST**

A temperament test is performed by a playgroup monitor and can take anywhere from an hour to a day depending on the pet's acclimation and comfort duration. This test will be performed on the first day of their stay. It is recommended you make a daycare reservation prior to your first boarding stay if unsure of how your pet will perform.

The test consists of:

- Touching pet all over to determine any sensitive areas that may provoke a warning or aggressive response.
- Test for food or toy aggression
- We will use the information provided by owner in conjunction with a slow introduction to different playgroup types that include size, age and energy level to ensure a safe and comfortable play experience.

The Temperament test must show pet is suitable for group play. If pet displays any aggression towards other pets or staff on a particular day, Tailwinds will require the pet to be picked up. If the pet continues to exhibit aggression towards other pets or staff, Tailwinds will ask that the pet not return for any services.

Pets are assigned to a play group of like size, age and energy level based on the outcome of the temperament test.

## **8. GROUP PLAY REQUIREMENTS**

Pets must be a minimum of 4 months and have received the complete series (typically 3) of its' puppy vaccines. The puppy will also have to receive the Bordetella vaccine.

Pets' temperament test must prove them suitable for group play.

Pet must be spayed or neutered before 6 months.

- Males - If a young unaltered male displays mounting or dominance behavior, he will be removed from the playgroup. If he is attending daycare, Tailwinds will advise owner that he not return until he has been neutered. If he is boarding, he will not participate in group play.
- Females – If an unaltered female goes into heat during their stay, she will be removed from the playgroup. If she is attending daycare, Tailwinds will advise owner that she not return until she has been spayed. If she is boarding, she will not participate in group play. Tailwinds will not take a female that is currently in a heat cycle for boarding or daycare.

If pet cannot be controlled by staff, or will not listen to commands, or if staff feels its behavior may provoke fights with other pets, Tailwinds will ask that the pet not return for any services.

## **9. WHAT'S INCLUDED WITH YOUR BOARDING FEE:**

For Dogs

- Group play (unless you request the pet not participate or if the temperament test concludes the pet is not suitable to participate)
- Individual play, if not participating in group play (the number of play times is reduced to 2 to 3 times at least 20 minutes or more)
- Treats (per owner consent)
- Toys
- Pool and water play (weather permitting). Please advise if you prefer your pet be exempt from water play.
- Medication administration
- Meals - either Tailwinds or from home – Tailwinds house food is Maei.
- Cots and lambskins
- TV viewing featuring pet friendly shows
- A free departure bath is included for pets staying 4 nights or longer (if coat condition or size of pet is such that time and effort exceeds "normal", you will be required to pay and additional \$10). You will have to advise Tailwinds at check in if you prefer to be exempt from departure bath. Client may request pet be groomed during their stay. If it qualified for a departure bath, a \$10 discount will be applied to the groom fee. If pet falls under exceeds "normal" then no discount would be applied.

For Cats

- Treats
- Medication administration
- Meals - either Tailwinds or from home – Tailwinds house food is Iams.

Additional services available for an extra fee

- \$10 for a nail trim
- Bath or groom for additional charge. An estimate will be provided at check-in.

### **10. WHAT'S INCLUDED WITH YOUR DAYCARE FEE:**

For Dogs only

- Group play
- Note: Unless the temperament test concludes the pet is not suitable to participate, then we will advise owner and suggest pet not return. If pet has to be removed from client's home for a day or more due to construction, carpet cleaning, house cleaners, guests that may be allergic or fearful, etc. we will be happy to care for your pet and advise that they will not participate in group play if unsuitable for group play.
- Treats (per owner consent)
- Toys
- Pool and water play (weather permitting). Please advise if you prefer your pet be exempt from water play. Pet will only be towel dried at pick up time and very likely still wet. If it was bathed or groomed it will be left out of water play.
- Medication administration
- Meals - either house or from home
- Lambskins
- TV viewing featuring pet friendly shows

Group play begins at 8:00 am and continues to 6:30pm. The play groups are alternated so they play then have a rest period. There are 2 separate play groups going on at once with play ground monitors watching. There are 4 groups in total.

Tailwinds reserves the right to cancel daycare or cut off the number of arrivals due to capacity limitations.