

# Welcome Packet

Thank you for choosing Pet Rendezvous for your pet's needs! We love what we do here, and have been family-owned since the very beginning! Our staff is passionate, knowledgeable, and ready to tackle any challenge. We pride ourselves on taking those dogs that have been "kicked out" of other daycares, and finding the groups that work for them. Our trainers are constantly in the loop on daycare and boarding dogs, and are always ready to lend a hand as needed.

## Daycare Risks

First and Foremost, group play does come with risks: scratches and nicks from playing, stinky and dirty dogs from being in and out of the pool, wet dogs on rainy days, etc. Excessive tiredness from lots of play!

Rainy days and pool days can also lead to hot spots: inflamed skin spots that can be hot to the touch, and can get pussy. You can spray them with hot spot relief spray, and shave the spot to help keep them clean and expose them to more air.

We also have had some dogs that get sore feet from playing and licking at their paws excessively. This is called raw paw. Find more info at the end of your packet.

Much like sending your child to daycare, you expose your dog to new germs. Especially in the spring, we tend to have cases of an upper respiratory cough pop up, due to the melt. This is not something we can prevent with the kennel cough/bordetella vaccine, as there are various strains. We keep to a rigorous cleaning schedule, and report cases to owners once they stir up. The cough poses a greater risk to elderly dogs, and is usually treatable with antibiotics. Find more info at the end of your packet.

## Daycare Passes

We offer daycare passes, which not only make your pay-per-day cheaper, but also offer you a discount on boarding! When you have passes on your account, you'll get the \$60/night, all day play, for \$45. You'll also be able to use these passes for the additional daycare fees that come with picking your dog up from their boarding after noon.

The 2nd dog option includes the \$5/off discount for your second dog attending daycare.

## Additional Fees

We do charge a \$35 daycare fee (per dog, multi-pet discount included for dogs boarding in the same room) for boarding dogs picked up AFTER noon on check-out day.

Daycare dogs and boarding dogs will be subject to a \$25 late fee per half hour after 5:30 pm.

## Schedule

Our daycare dogs go out from 7:00am (or whenever they arrive) until 12:00. From 12:00 to 2:00, dogs are in our playroom for nap time and to eat their lunches.

Dogs that eat lunch at home are welcome to bring it to daycare, and will be separated into a crate to eat. This allows the dog time to digest in order to avoid bloat, and keeps any dogs from fighting over food.

At 2:00, dogs go out for an hour. Depending on the weather, they may stay out for the rest of the day until 5:30, or will come back in from 3:00-4:00 for a break in the playroom.

Dogs will get free (supervised) reign from 3:00-4:00 in the playroom and will go back out for the rest of the night. We like to give dogs breaks in the playroom from our mulch, as new dogs especially can get raw paw from the texture.

## Lepooch Dogs

Pet Rendezvous offers daycare and boarding to dog-aggressive and reactive dogs. This option includes time in one of our climate-controlled rooms, and 4 bathroom breaks throughout the day in a private yard, away from the chaos of others. We can pair this option with additional training, which may include supervised play with friends, training/exposure time in the lobby, and whatever else your pup might need to make this an optimal stay for them.

This option is also available to older dogs or dogs/ dogs with weaker immune systems/dogs healing from surgeries or other health troubles/owners that may just not want their dog participating in group play.

# Training

We have two trainers currently who offer balanced training for all daycare and boarding dogs. Training can NOT be discounted, but we do offer regular rates for maintenance work.

Staff may touch base with you as your dog gets more comfortable at daycare, regarding your pup's gear, and our training options. We always want everyone to be successful in the pack, and understand that might mean a little extra help in the pack with a trainer, or a basic training package to build up base skills.

We want to keep things fair for our pack leaders, who are managing full packs every day, so please understand if we reach out to you with training questions. We always want the best for your pup!

We offer drop-off, off-site, and board & train options. Prong sizing, e-collar training, basic foundational skills, puppy starts, and behavior modification are some of the skills we offer. Ask about our training options, schedule a consult, or email Jamie or Emilie at: [jamie@thepetrendezvous.com](mailto:jamie@thepetrendezvous.com) or [emilie@thepetrendezvous.com](mailto:emilie@thepetrendezvous.com).

# Boarding

Dogs boarding at Pet Rendezvous will get 4 outings throughout the day, no matter what.

We offer various packages, which are based on how much playtime you'd like your pup to get.

Posh Pooch covers 2 hours of play per day for \$40 a night, Premier Pooch covers 3 hours of play per day for \$45 a night, Platinum Pooch covers 4 hours of play per day for \$50 a night, and Platinum Plus includes all day play, and comes to \$60/night. Those with daycare passes will receive all day play for \$45/night. Drop-off hours are 7:00am-5:30pm, 7 days a week, and to pick up without the additional daycare fee (\$35/per dog), pick-up is by noon, but they are welcome to stay for the day!

We also offer various add-ons, such as enrichment sessions, peanut butter kongs, pupdates (photo text updates), and more! Dogs can add grooming and training onto their boarding stay, as well.

# Grooming

Pet Rendezvous Salon offers many services and options to cater to you and your pets needs! From straight through services, hypoallergenic shampoos, cat & rabbit grooming, behavioral grooms, and even fun photos! We have multiple groomers specializing in different areas to supply all our clients with the best service around! All of our groomers have different levels of experience under their belt and boast many certificates in continued K9 education! Groomings and nail trims can be added to your dog's daycare and boarding stay.

Grooming can be reached at [grooming@thepetrendezvous.com](mailto:grooming@thepetrendezvous.com) or called at 603-662-0333.

# Retail

Pet Rendezvous offers many treats, toys, long-lasting chews, training supplies, shampoos, enrichment toys, cleaning supplies, supplements, and toppers in addition to grain and grain-free Taste of the Wild. We're always trying to bring in the best products for our boarding and daycare clients, so we can be a one-stop-shop for all your needs!

# Self Serve

Located in our main building, self serve is a do-it-yourself dog wash that comes with: shampoo, conditioner, towels, a high-velocity dryer, combs and brushes. Tubs are raised for easy access. Prices are weight-based, and range from \$15-30. You can add on a nail trim from our groomers for \$15. Self serve appointments can be made day-of, but we prefer owners call in advance. Please note that the last self-serve appointments should be done by 3:00pm, to ensure we have time to clean the space before the end of the day.



We at Pet Rendezvous want to address the upper respiratory cough that travels throughout dogs interacting with others every year. We **have** had some cases this year, and work hard to get all the information on strains and spread as we can to stay ahead of it.

What you should know:

- A **Bordetella vaccination will NOT prevent your dog from getting this illness.**
- Your vet can prescribe antibiotics to your dog, which may shorten the longevity of your dogs symptoms.
- We are keeping up with our deep cleaning, tracking any cough that moves through our facility, and asking any ill dogs to stay home to avoid an outbreak as much as possible.

As with any other illness, this cough is transmitted through the air. It can be hard to stay on top of, as dogs can be asymptomatic throughout their entire stay with us, and then go home with a cough. We ask all clients to call us if they suspect their dog has picked up the cough, and recommend clients seek vet treatment.

We ask that you keep your dogs home for at least 10 days after their last symptom. Look out for:

- WET cough
- Sneezing
- Nasal/eye discharge
- Fever
- Lethargy



As with any group, illnesses are not unlikely to break out. More often than not, the cough moves through a dog's system like the common cold. Some strains are unresponsive to antibiotics, or may take an extra round. We also want to make sure older dogs aren't exposed, as much as possible, since it *can* take a toll on a weaker immune system.

We will keep clients up-to-date on any spread and new information. You are welcome to call at any time to check on numbers. Please understand if we ask your pup to stay home, that we are doing so to keep everyone safe, and that we look forward to their first day back just as much as you do!