



The  
**Crate  
Escape**

## General Information

[www.CrateEscapeVT.com](http://www.CrateEscapeVT.com)

The Crate Escape  
1108 West Main Street  
Richmond, VT 05477  
802-434-6411

Richmondinfo@CrateEscapeVt.com

Customer login portal: [thecrateescape.propetware.com](http://thecrateescape.propetware.com)

With over 25 years of experience in the pet care industry, we are the leaders in providing a positive, individual experience for all dogs within a fun, safe, caring community. Our friendly knowledgeable staff is here to offer you peace of mind while you are away from home for business or pleasure. You can rest assured your dog is treated as part of our family. The services at our Vermont location includes doggie daycare, lodging, grooming, and training.

Our approach to dog care is not one size fits all. We realize that dogs, like people, have their own particular needs, likes, and dislikes. They also have varying comfort levels with people and other dogs and how they like to interact with their environment. Some dogs simply do not care to be with other dogs at all while others would play all day if they could, still others prefer a single buddy or two, and everything in between. Some dogs like to fetch while others would rather go for a long walk. At The Crate Escape we try our best to take into account those differences and create a care plan that caters to the individual. Your dog's unique personality traits and well-being requirements are factors that we consider in order to give each dog in our care the best experience possible during your absence. We simply love dogs and will do anything in our power to make our facility their home away from home!

### Daycare

As professional pet care providers, we learn and evolve based on what the pets teach us. Over the years we have assimilated a great deal of knowledge about dogs and their complex requirements. We found early on that while group play had many benefits, not every dog had the same social requirements. Some dogs loved to play all day if they could, others preferred more rest and less social interaction, and still others preferred no canine interaction but thrived on the attention of humans.

We also realized that some of the fun things that dogs enjoyed could be unsafe in large groups. So, we started making smaller play groups by grouping dogs with others who had personalities that complimented theirs. This allows the more reserved dogs to come out of their shells and results in a higher quality of play for all participants.

With this in mind, we now offer 2 different programs for doggie daycare:

**Regular Group Play**- Group play has long been the standard of dog daycare and while it has its benefits, it must be done responsibly. We take into consideration all levels of compatibility when grouping dogs. Our groups are small and can range anywhere from 2 – 15 dogs. All groups that are created must be balanced and promote healthy play as well as proper socialization. Dogs all have individual preferences to the types of dogs they do well with and the number of other dogs that they are comfortable being around. Our staff takes the time to hand select your dog's playmates for a positive fun-filled day! Carefully creating small groups allows us to accommodate those dogs that may not do well in a large group but really thrive in a more intimate setting. With smaller groups we can safely let the dogs play at a higher energy level for a longer period of time. Dogs participating in regular group play will play the majority of the day with periodic rest breaks.

## Daycare with Training (Offered on Fridays)

Does your pup just need a little bit of “fine tuning” with the basics? Any time you drop your dog off for boarding or daycare, you have the option of adding Fridays On-the-Fly! Training sessions to your visit. You can request 1 or multiple 15-minute blocks to work on whatever skills you would like your dog to improve upon. Better leash manners? A more reliable sit/stay? We’ve got you covered. At departure you receive a report card informing you of what was worked on along with some tips on how you can follow through at home to continue to improve.

Is your dog one of The Crate Escape regulars? If so, we have a package plan that offers a more in-depth custom program for you. Our In-House Training Package consists of 10 15-minute training sessions spread out over several weeks, as well as a follow-up transfer visit. When choosing this option, you either fill out a detailed questionnaire or schedule a personal phone or Zoom consultation with our trainer. This will allow our trainer to get to know your needs and goals in more detail. You will receive weekly progress updates along with handouts that explain some of the methods used in working with your dog. As the sessions come to a close, our trainer will schedule a time for you and he to get together at The Crate Escape and review your dog’s progress and teach you what you need to keep up with the training at home.

### On-The-Fly Training

Each training session is 15 minutes long. The cost is in addition to the daycare or lodging price per day. Owner receives a report card at departure time.

1 session/day	\$15
2 sessions/day	\$30
3 sessions/day	\$45
4 sessions/day	\$60

### Training Package

This package is spread out over several Fridays of daycare based on how many sessions you would like per day. It includes an initial 30-minute virtual consult with our trainer, Bill Grant, as well as a transfer session on the last day of training.

10 training sessions	\$250
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**ALL-OUT-DOG! Canine Enrichment Program-ALL-OUT-DOG!** is a new approach that offers a more specialized way to provide a fun and safe daycare environment for dogs. In addition to group play, dogs enrolled in this program spend the day participating in a creative collection of stimulating activities with our staff that provides a work-out of the mind and the body. Imagine a day filled with a variety of fun-filled activities you enjoy- perhaps going out to breakfast then taking a long invigorating hike followed by dinner and a show. Dogs enrolled in this program do just that. They spend the day rotating through a slew of fun filled games that are custom tailored specifically for them by our carefully trained Enrichment Specialists. We take the time to really get to know YOUR dog and his or her likes and dislikes and create a plan of physical and mental stimulation specially for them. They still get to play with other dogs in small groups, if they are able, but also take part in other fun games such as single or group ball play, agility, learning new tricks, fitness work, nose work, good manners reinforcement, etc.

Not only does your dog get to spend time with friends but they also get to LEARN, ENGAGE, REST, and RECHARGE. This program is high touch, focused, customized, and invigorating for all dogs. While **ALL-OUT-DOG!** is a great alternative for the socially engaged dog, it also provides an outlet for those dogs that typically do not do well in a regular daycare environment such as seniors, wallflowers, timid dogs, and dogs that are just too smart for their own good!

This is our VIP level program and space is very limited. In order to secure your spot in our highly tailored program, sign-up for a membership today! This will guarantee your spot for the days you reserve barring those falling during holiday weeks and school vacations when we will only offer Regular Group Play to a small number of participants.

## LODGING

Dog lodging at The Crate Escape far exceeds what is offered by any of our Vermont competitors. We provide your companions with exceptional accommodations in a clean, safe environment under the watchful eye of our caring, knowledgeable, and attentive staff. Our overnight guests that enjoy the company of other dogs will spend the days alternating between small group play with appropriate and carefully selected canine pals and suitable rest periods. Those that are not able to be grouped with others will receive regular attention and potty outings from our staff throughout the day. Those dogs that are VIP members will still be able to participate in our **ALL-OUT-DOG!** Canine Enrichment program while lodging with us for a small additional fee or will take part in our Regular Group Play if they prefer. At the day's end all our lodging dogs will bed down for sweet dreams in the accommodation chosen by their owners. The choices include: a crate chosen especially for them, a room with a raised bed or in one of our private luxury suites. Soft soothing music is played throughout the night and dogs who are able get a healthy treat at bedtime. One of our dedicated staff members performs a wellness check and potty break nightly at approximately 9 pm to ensure that everyone is comfortable and content. We also offer a number of fun one-on-one special services as add-ons to customize your dog's day. These services are particularly good for the dogs who do not get along with other dogs but can be added on to any dog's stay for a little extra activity and attention. We also offer a variety of grooming services that you can choose from so that they go home smelling and looking better than ever. We have spacious indoor playrooms with soft rubber flooring that is safe for active play as well as fenced-in outdoor play areas complete with playground equipment, wading pools in summer, etc. so that everyone can enjoy the fresh air.

OPERATING HOURS-Please be sure to check with our front desk regarding our hours of operation each time you reserve space for daycare or lodging. Due to COVID-19, our service is strictly reservation based and our hours may be adjusted from time to time.

Monday – Friday

Daycare      6:30am – 6:00pm

Lodging      7:00am – 6:00pm

Saturday – Sunday: 9:00am – 11:00am and 3:00pm – 5:00pm

*\*Closed to the public on Holiday days: New Years Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving, and Christmas.*

## Available services at THE CRATE ESCAPE

- 🐾 Daycare – 2 programs
- 🐾 Lodging
- 🐾 Special Add on Services
- 🐾 Grooming
- 🐾 Training

## REQUIREMENTS

### General Requirements:

New clients must fill out and submit our New Client Application as well as our Annual Client Contract. These can be downloaded from our website or be filled out via our Customer login portal. Once received, the applications will be reviewed by management and you will be contacted within a few days to let you know if your application has been approved. Once approved, your dog's first day evaluation will be scheduled. The cost for the evaluation will be equivalent to the full day Regular Dog Play daycare rate. At the end of the evaluation day we will update you on your dog's experience that day and let you know whether we feel that our facility is the right fit for your dog. Please note that it is best if new clients interested in lodging with us familiarize their dog to our facility prior to their first overnight when at all possible. This will help your dog adjust to the new surroundings, ensuring the best possible lodging experience.

We realize that a trial day may not be feasible for potential clients that are non-local and for those with last minute needs, so we are able to make exceptions as needed on a case by case basis. If your application has been approved it is a requirement that you, or a local representative is able to pick up your dog in a timely manner if we find that he or she is not doing well at our facility.

- Reservations are required in advance for use of any of our services. PLEASE see below for specific additional requirements to participate in our **ALL-OUT-DOG!** Canine Enrichment Program.
- All dogs **MUST** arrive wearing their own flat buckle collars or they may purchase one from our retail section. Unacceptable collars include martingale, prongs, choke chains as well as any loose-fitting harnesses or those designed only for walking dogs. Flea collars will be removed so that they are not able to harm your dog's playmates.
- All dogs must be non-aggressive toward people.
- Your dog must be healthy and harbor no contagious conditions.
- To ensure the safety of all dogs in our facility, please keep your dog at home if you suspect that they may be ill. Symptoms include, but are not limited to, coughing, hacking, vomiting, diarrhea, lethargy, etc.
- Flea treatments should be applied at least 2 days prior to arrival for any reservation.
- Please contact our office for more information regarding puppies ages 8-20 weeks, as well as newly adopted dogs.

#### **Vaccine Requirements:**

- Up to date Rabies vaccination
- Up to date Distemper vaccination
- Negative fecal exam within 1 year for lodging reservations and within 6 months for daycare reservations
- Please contact our offices for more information regarding vaccines for puppies aged 8 – 20 weeks as well as newly adopted pets.

#### **DAYCARE**

##### **What to bring:**

- Please bring your own food if your dog requires feedings during the day.
- Dogs with social anxiety and young puppies should bring a few belongings or treats
- Dogs that require coats during cold weather should bring them.

Regular Group Play Daycare is offered 7 days a week **ALL-OUT-DOG!** Is typically offered Mondays through Fridays except during holiday weeks and school vacations.

Recurring schedules for Regular Group Play are void during holiday weeks and school vacations.

#### **ALL-OUT-DOG! Canine Enrichment Program**

##### **Requirements:**

- Dogs enrolled in this program are required to attend a minimum of 1 day per week.
- Reservations are required.
- You **MUST** cancel by NOON of the day prior or you will be charged in full for that day. You will be able to reschedule for another day that week **only** if space is available. (i.e., if you cancel on Sunday for a Monday reservation, you will be able to reschedule for any day Tuesday through Friday of that week provided space is available.)
- All Cancellations **MUST** be confirmed with our front desk staff **via phone** during normal business hours.
- Payment is due at time of reservation. You may also pay in advance for any number of scheduled visits.
- Please bring your own treats if your dog has allergies.

#### **General Information:**

- This program is only offered Monday through Friday.
- During holiday weeks and school vacations (April and February) **ALL-OUT-DOG!** is not available. (Regular daycare will be available but limited.)
- Space is extremely limited.
- Half Day rates are not available.
- For new clients, we will apply your trial day fee toward the purchase of your membership when you buy a VIP Membership within 15 days of your trial acceptance.
- **Inclement weather policy:**
  - Always assume that AOD will be offered during Monday through Friday unless there is notification of closure. If at any time you suspect that **ALL-OUT-DOG!** will be cancelled due to bad weather, please call us to verify. Cancellation notices will be posted on our Facebook and Instagram pages so please check them or give us a call.

### **ALL-OUT-DOG! SAMPLE SCHEDULE**

6:30am - 9:30am: **Social Play / Interactive toy-** Dogs arrive and will be placed in small play groups or in their own area with a treat-stuffed toy until morning activities begin.

9:30am - 11:30am: **High Energy Games-** Dogs play in carefully selected groups or individually with a variety of fun toys along with our Enrichment Specialists.

11:30am - 12:30pm **Lunch/Rest-** Dogs that come with lunches are fed then have a rest to digest their food. Others relax with buddies in calm groups or individually with a snuffle mat or a treat filled Kong.

12:30pm - 2:30pm: **Exploration Activities-** Scent work, trick work, and puzzles allow the dogs to use their problem-solving skills.

2:30pm - 3:30pm: **Buddy Break-** Chill time with friends

3:30pm - 5:30pm: **Focus Work-** Pups complete the day with agility, balance, and wellness work.

### **LODGING**

**\*\*\*\*Disclaimer-Please refer to our COVID-19 procedures which can be found on our website or contact our facility for any procedural changes.\*\*\*\***

#### **Lodging Requirements:**

- New Clients should download, complete, and submit all new client paperwork (available on our website or via our Customer login portal) prior to their arrival. Once received, the applications will be reviewed by management and you will be contacted as soon as possible, generally within a few days, to let you know if your application has been approved. Once approved, your dog's first day evaluation will be scheduled. (The cost of the evaluation is equivalent to a day of Regular Group Play full-day daycare.) At the end of the evaluation day we will update you on your dog's experience that day and whether we feel that our facility is the right fit for him or her. Please note that it is best if new clients interested in lodging with us familiarize their dog to our facility prior to their first overnight when at all possible. This will help your dog adjust to the new surroundings, ensuring the best possible lodging experience.
- We realize that a trial day may not be feasible for potential clients that are nonlocal or those with last minute needs, so some exceptions made be made to accommodate you. In the case that we accept your dog's application without a trial day, it is a requirement that you, or a local representative, is able to pick up your dog in a timely manner if we find that he or she is not doing well at our facility.
- Due to COVID-19, all clients are required to keep a credit card on file for payments or pre-pay for the services reserved.

- Please plan for at least 15 minutes at arrival and departure for us to gather all the necessary information regarding your reservation. You may also fill out this information via our online client portal to save you time at arrival or call us prior to your arrival so that we can get your detailed instructions and paperwork filled out via phone
- Please bring your dog's own food as the least amount of change to their routine will help minimize stress.
  - Please bring only the amount of food necessary for your dog's stay, with a small amount of additional food in case of reservation extensions. (Our storage space is limited, so please do not bring the entire food container for a short stay!)
  - It is best if food is pre-packaged and labeled for each feeding.
  - We have fridges and freezers which allow us to feed natural, raw diets.
- You are welcome to bring any bedding and toys that you think will make your dog more comfortable although we ask that you limit these to a few items. Please make sure to label all belongings.
- Please have a local representative that can pick-up your dog in the case of an emergency or illness. \* *This cannot be your veterinarian.*
- Cancellation notices:
  - During regular lodging periods: 48 hours prior to arrival.
  - During peak lodging periods: 5 days prior to arrival
  - Failure to provide adequate cancellation to any reservation will result in a cancellation fee equal to one night's stay per dog. Cancellations during seasonal periods will be equivalent to two nights stay per dog.
- Please be aware if your dog(s) causes excessive damage to the facility, you will be responsible for any costs associated with fixing the damage.

### Peak Lodging Periods:

During peak periods The Crate Escape charges an additional cost of \$3.50 per day for lodging services. Regular Group Play Daycare services are typically limited during these times and the **ALL-OUT-DOG!** Canine Enrichment Program is not available. As we tend to be at capacity during these times, make sure to reserve your lodging stays well in advance of these times. \* *Lodging reservations made for peak periods require a 5-day cancellation notice.*

Peak lodging period dates change yearly, however typical peak times include the following:

- February School Break, April School Break, Memorial Day, Summer School Break (July – August), Labor Day, Thanksgiving, Christmas, New Years

### GROOMING

The Crate Escape Spa is the perfect retreat for the pooch in need of a little TLC! Whether it is after a long muddy hike or in addition to your dog's daycare or lodging reservations, a variety of grooming services are available for your dirty-dog needs.

More than a simple "luxury", dog grooming is considered by most veterinarians as essential to your dog's overall health and well-being. Regular dog grooming also provides an opportunity to spot health problems like lumps, bumps, skin irritations, injuries, and ticks before they have an opportunity to manifest into serious or even life-threatening issues. From a soothing bath and brush-out, to ear-cleaning, teeth cleanings and nail trims, our experienced grooming staff will have your dog looking, feeling, and smelling his or her best!

#### Bathing:

- Regular Shampoo
- Regular Shampoo + Conditioner
- Oatmeal Bath
- Flea Bath and Skunk Bath

#### Nail Trimming:

- Grinding
- Clipping

#### General Grooming:

- Brushing

- Teeth Brushing
- Ear Cleaning

### SPECIAL ADD-ON SERVICES

Make your dog's stay extra special with personalized services designed to pamper your pup and make them feel right at home! Special Services are available and recommended to add on to any or all the days your dog spends with us to ensure they get that special "at-home" attention they require.

These services are highly recommended to those dogs that have special behavioral considerations such as: separation anxiety, high energy, social anxieties or even just to spoil them while you are away.

#### Available Add-On Services:

- **Explorer**  
*A 20-minute on-leash adventure along our beautiful wooded trail.*
- **Wild Thang**  
*Our staff and your pup play with a flirt pole, a piece of exercise equipment for dogs that entices them to chase a fast-moving lure.*
- **Retriever Heaven**  
*A fun game of fetch with a tennis ball, frisbee, or another retrievable toy.*
- **Cuddle Me**  
*Sooth and relax your pup with a snuggle session at any time of the day! This is an excellent add-on for those dogs who exhibit signs of stress/homesickness when you are away!*
- **Puzzle Time**  
*Our staff challenges your dog to use his face, feet, and ingenuity to uncover hidden treats within an interactive puzzle.*
- **Bed-time Snack**  
*Say goodnight with a delicious treat of your choosing: a delicious Kong stuffed with dog-safe peanut butter or a mouth-watering marrow bone of the appropriate size.*
- **Bed-time Story**  
*Tuck them in with a soothing bedtime story and a kiss goodnight.*

### VETERINARY CARE WARRANTY PROGRAM

The Crate Escape is proud to offer a veterinary care warranty program. Although we see very few incidents and always take considerable actions to prevent all injuries to the dogs in our care, injury is a risk when participating in any group play with dogs. This program is designed to cover a portion of your vet care costs for treatment of injuries if incurred while your dog is in our care.

**Maximum coverage: \$250.00**

**Daycare fee per day, per pet: FREE OF CHARGE for BOTH Regular Group Play Daycare and ALL-OUT-DOG! Canine Enrichment Program**

**Lodging fee per day, per pet: \$5.00 UNLESS you are a VIP MEMBER**

**Lodging fee per day, per pet for VIP MEMBERS: FREE**

The Crate Escape will pay for any veterinary care provided by a licensed veterinarian for the care or treatment for an injury the dog may sustain while the dog is under the care of The Crate Escape. Please be advised that this warranty program only covers injuries that require veterinary attention as deemed necessary by The Crate Escape.

#### Exceptions and limitations to this coverage:

- If a minor injury has been noted that does not require veterinary attention, and the owner wishes to seek veterinary attention, that veterinary visit would be at the owner's expense.
- Other complications that the program does not cover:

- o Sickness
- o Injury, illness, or death when dogs kept together but separate from others at the owner's request take action against one another.
- o Injury, illness, or death resulting from your dog's own destructive behavior toward kennel property
- o Injury, illness, or death resulting from your dog's attempts to escape or actual escape from the premises
- o Pre-existing conditions
- o Fleas, ticks, or other parasite transmission
- o Any expenses on the veterinary bill that are not directly related to direct treatment of the injury (i.e. Elizabethan collars, crates, etc.)

### Making a Claim:

To make a claim, the owner must have his or her dog examined by a licensed Veterinarian within 24 hours after the dog is picked up from The Crate Escape. All original claims under this warranty must be submitted within (4) days after The Crate Escape relinquishes care, custody or control of the dog to the owner or dog owner's representative together with documentation satisfactory to The Crate Escape. This coverage is the Dog Owner's exclusive remedy in the event of any claim for illness, injury or medical care for a covered dog. Dog Owner shall remain responsible for all charges exceeding the maximum coverage amount.

### Additional Information:

Injuries MUST be noticed the same day the dog is picked-up and The Crate Escape staff must be notified by closing time of that day.

If the dog requires on-going treatment after its owner has taken possession of the dog, owners must agree to authorize their Veterinarian to forward a legible copy of the diagnosis and treatment history to The Crate Escape (such records may be required before any claim is paid.) Reimbursement under this certificate shall be The Crate Escape's maximum liability and any monies paid by The Crate Escape to Veterinarians and hospitals may be deducted from such reimbursement amount and shall not be in addition to such other reimbursements.

The Crate Escape, at its own expense, shall have the right and opportunity to examine any covered dog whose injury is the basis of any claim when and as often as it may reasonably be required while such claim is pending.

If any provision of this certificate conflicts with Vermont statutes, this agreement will be amended to conform to the minimum requirement of such statutes.

Any controversy or claim arising out or relating to this program shall be settled by arbitration in accordance with the rules of the American Arbitration Association.

### VIP Membership Program Benefits: (purchased on a yearly basis)

- Access to our **ALL-OUT-DOG!** Canine Enrichment Program
- FREE Vet Care Warranty for Daycare AND Lodging Services
- FREE Valet Service for daycare
- Priority Lodging for Member dogs
- Your dog's photo and profile will be featured on our website.
- Ability to purchase lodging packages year-round vs only during special promotions
- For new clients, we will apply your trial day fee toward the purchase of your membership when you purchase this program within 15 days of your trial day acceptance.

<p><b>Regular Group Play Daycare Rates</b>  Rates are per dog. Daycare packages are non-refundable,  non-transferrable and may only be used for daycare service fees.</p>
<p><b>PAY PER DAY:</b></p>



Single Dog, Full Day: \$30.95
Two Dogs Full Day: \$54.95
Single Intact Male over 6 months, Full Day: \$35.95
<b>ALL-OUT- DOG! Canine Enrichment Program</b> \$42.50/day SOCIAL BUTTERFLY Plan \$47.50/day SUPER SOLO Plan
<b>VIP MEMBERSHIP</b> \$199.00 per year

<p><b>Lodging Rates</b> <i>Rates are per dog and vary between facilities.</i></p> <p><i>Multiple dogs each receive a 10% discount off lodging fees when lodging at the same time. Please be advised that lodging prices at both locations vary during peak times throughout the year.</i></p> <p><i>Charges are per calendar day with a check-out by 12:00 pm. On day of departure care is free until 12:00pm, after which the overnight fee will apply.</i></p> <p><i>PLEASE NOTE THAT LODGING PACKAGES ARE ONLY AVAILABLE FOR PURCHASE IN JANUARY OF EACH YEAR UNLESS YOU HAVE A VIP MEMBERSHIP. PLEASE ASK OUR FRONT DESK ABOUT THESE SPECIAL RATES.</i></p>	
<b>RICHMOND</b>	<b>WILLISTON</b>
<b>PAY PER DAY:</b>	
Crate: \$40.95	Standard Room: \$47.95
Standard Room: \$44.95	Luxury Villa: \$52.95
Executive Suite: \$54.95	Executive Suite: \$56.95
PM Check-Out : One Lodging Day	PM Check-Out : One Lodging Day

<p><b>Other Rates</b> <i>All additional charges are applied per dog.</i></p>	
<b>Additional Charges</b>	
Medications:	\$3.00 / Administration
Vet Care Warranty	\$5.00 / Day (Lodging) <i>(Free of charge for Daycare and for VIP Members)</i>
Seasonal Rate	\$3.50 / Day
Late Pick Up Fee (after closing time)	\$5.00 / 15 minutes
Excessive Damage Fee	TBD based on damage
<b>Special Services</b>	
Explorer	\$13.95
Wild Thing	\$9.95
Retriever Heaven	\$7.95
Cuddle Me	\$6.95
Puzzle Time	\$6.95
Bedtime Snack – Kong	\$6.95
Bedtime Snack – Sm Bone	\$5.00
Bedtime Snack – Md Bone	\$7.00

Bedtime Snack - Lg Bone	\$9.00
Bedtime Story	\$5.95
Inspector Gadget Package-	\$16.95
Crazy Critter Package-	\$15.95

Grooming	
Regular Shampoo	add on: \$25.95 walk in: \$29.95
Regular Shampoo + Conditioner	add on: \$29.95 walk in: \$35.95
Oatmeal Bath	\$29.95
Flea Bath	\$35.95
Skunk Bath	\$50.00 +
Nail Trim	add on: \$16.95 walk in: \$19.95
Brushing	\$20.95+
Teeth Brushing	\$11.95
Ear Cleaning	\$7.95
Bath, Brush, Nails Package	\$55.95

## FAQ's

### **What is a fecal test and why do you require it?**

A fecal test is a laboratory examination of your dog's feces which is performed by your veterinarian (or a lab of their choosing). This examination specifically tests your dog's feces for the presence of intestinal parasites. Most intestinal parasites can be easily transmitted amongst dogs. Given that we have community playtime in our yards, and we take dogs from all sorts of backgrounds, their exposure to these parasites is increased.

Even though these parasites do not typically cause severe illness, we require this test frequently to ensure a high standard of health for all dogs in our care. When parasites are detected, they are typically easily treated within days with assistance from a veterinarian. We require fecal tests on a regular basis to greatly reduce the incidence of transmission of intestinal parasites between the dogs in and coming to our facility.

### **Are fecal tests the same as a Heartworm test?**

No. Intestinal parasites and Heartworm are two entirely different parasites that reside in two different locations in a dog's body. While intestinal parasites reside in a dog's digestive tract, Heartworm is found in the cardiovascular system, heart, lungs, blood stream, etc. Heartworm tests require a blood sample from your dog.

Another difference between heartworm and intestinal parasites is how the parasites are transmitted. Heartworm is NOT contagious between dogs, instead it is transmitted through blood exposure from mosquitoes carrying the parasite. We do not require a Heartworm test for your dog to come to our facility as dogs with heartworm do not cause an immediate threat to the dogs around them (although this is a very serious condition for any individual dog to harbor and typically requires medical intervention).

Treatments for these two types of parasites are also entirely different. Although some preventatives given for heartworm are effective against some intestinal parasites, being on a heartworm medication does NOT exclude your dog from getting a fecal test done or completing treatment for intestinal parasites as prescribed by your veterinarian.

### **How old must my puppy be to be able to come to The Crate Escape?**

We take puppies that are 8 weeks of age and above.

### **Do you accept dogs that follow a holistic health care approach, such as not vaccinating yearly or feeding a natural diet?**

It is state law that dogs must be vaccinated against Rabies, however, veterinarians are able to make exceptions for this in some cases when it is medically determined to be detrimental to your dog's health. This is considered on an individual basis after consulting with your vet. We will also accept proof of antibody titers showing that your dog has sufficient immunity to protect him or her against distemper and parvovirus. If you feed your dog a natural diet, we are willing to feed it, if it is already prepared and proportioned for each feeding. We do have a refrigerator and microwave for storage and preparation.

### **Do you take intact/unaltered dogs at The Crate Escape?**

Yes, we do take unaltered dogs. However, we do not take females in heat or those that are pregnant. We do charge an additional fee for intact males as they tend to require an increased level of care and attention.

### **What are the benefits of bringing my dog to daycare at The Crate Escape?**

We all know there is nothing better than coming home to a dog that is tired and ready to cuddle. However, there are so many other great reasons to bring your dog to daycare on a regular schedule. Not only is it convenient to have someone you can trust to watch your dog when you are not able to, but when attending daycare our dogs improve upon their human and dog socialization skills and practice their "polite" manners throughout the day during group play, and when interacting with our staff. We work to stimulate their bodies AND minds and prepare them for similar interactions outside of our facility. Dogs who use our daycare services regularly become more well rounded and confident pets at home.

### **How do you go about introducing my dog to other dogs?**

After carefully reviewing the answers you submitted on our New Client Application and through close observations of your dog's reactions to the other dogs within the safe confines of our fenced yards, we carefully select other dogs that we feel might be suitable playmates taking into account size, age, temperaments and play styles. Once we decide on who the best candidates may be for your dog, we perform a slow introduction while closely observing the body language expressed by the participants, intervening when necessary to ensure a well-balanced positive experience for all participants.

### **Do I need to make reservations for my dog to attend daycare or board with you?**

Yes, we require reservations for all services at The Crate Escape. Knowing which dogs will be coming in for the day ahead of time allows us to adequately design our play groups. The Crate Escape's goal is to provide a comfortable environment for all dogs in our care. We feel that to accomplish this, it is extremely important to enforce a limit on the number of dogs to ensure that each dog gets the best care possible. For the benefit of your dog, we will never accept more dogs than we can manage safely.

**How do I make a reservation for my dog?** Reservations can be made online by logging into our customer login portal at the preferred location: Richmond: [thecrateescape.propetware.com](http://thecrateescape.propetware.com); Williston: [thecrateescapewilliston.propetware.com](http://thecrateescapewilliston.propetware.com). You can also give us a call, send us an email, or stop in and see us!

### **How far in advance do I need to make a reservation?**

We do have a maximum capacity and will limit our services during peak times. The more notice we have concerning any reservation, the better.

### **Can I take a tour of your facility before deciding to use your services?**

The Crate Escape welcomes and encourages all potential clients to tour our facility. We feel that all persons considering dog daycare or lodging should be allowed to see the entire facility so that they can be sure they are comfortable with the environment we provide for their beloved pets.

Due to COVID-19, we do require that all tours are scheduled in advance.

### **Can I call during the day to check on my pet?**

Yes! We welcome all calls by concerned owners and are happy to update you on the status of your pet.

### **My dog is on medications; will you be able to accommodate his or her needs and is there an extra charge?**

Staff members at The Crate Escape are trained to administer any oral and topical medications that your dog requires for a nominal fee. We are not able to accommodate dogs that require injectable medications, or other medications that require the expertise of a veterinarian. In addition, we are only able to administer medications during our hours of operation (including daily night-checks at 9:00pm).

### **What do you do in the event of a medical emergency?**

In the event of a minor injury or mild illness, we contact the owner at the daytime/emergency number provided and discuss what actions they would like to take to move forward. In the event of a major medical emergency we will follow standard first aid procedures to stabilize the dog's condition and get them to a vet immediately.

### **Do you offer any dog training services?**

Dog training classes are available at both locations with our trainer, Bill Grant at Ultimate Companions Dog Training. Bill practices positive reinforcement training and offers beginning to advanced level classes in addition to reactive dog classes. He typically offers group classes on Friday evenings and on Saturday mornings. Schedules change periodically so please check our website or Bill's website: [ultimatecompanion.com](http://ultimatecompanion.com) for details. We also offer daycare with training on Fridays. Please see our daycare page for more information.

### **How much time should I allow when dropping my dog off or picking them up for lodging?**

You should plan for at least 10-15 minutes at arrival to adequately exchange all the information we need, so we are able to properly care for your dog. During this time, it is best to leave your dog in the car (weather dependent) until we have completed check-in paperwork and discussed their stay.

Clients enter on a first come first served basis and there may be a wait time during peak morning and evening hours so please plan accordingly.

### **What should I bring for my dog when he or she is lodging with you?**

Owners must bring their own food, as we feel that it is important and less stressful for a dog to maintain a consistent diet. Owners may also bring anything they feel will make their dog more comfortable, including bedding and toys. Please label all belongings. You do not need to bring any food or water dishes unless your dog fears eating from steel bowls or they have a particular feeder that they require. Your dog must arrive wearing a flat buckle collar. Dogs who arrive without a flat buckle collar (chokers, prongs, martingales, etc) will have their collar removed for the duration of their stay, and a flat buckle collar will be provided to you at your expense in the event you forgot yours and are unable to retrieve it. Please be sure to read through our COVID-19 procedures for any changes to belongings allowed.

### **My trip got shortened, can I pick-up my dog earlier than I expected?**

We understand that travel plans occasionally change at the last minute. We simply ask that you give us a call to let us know if your arrangements have changed. We reserve the right to charge for the days you have reserved should you not give this notice.

**Is it possible for me to have a friend or relative drop-off or pick-up my dog?** Yes, with your permission in advance, you may have someone else pick-up or drop-off your dog. For this to be allowed, you **MUST** make proper prior arrangements with us regarding check-in paperwork and pre-pay for the services. We should be given the contact information for the person that you entrust to do this for you and they may be required to provide an ID so that we can be sure that your dog is going to the right hands.

### **What methods of payment do you accept, and do I pay when I drop my dog off or when I pick up?**

We accept Visa, MasterCard, Discover, cash, and check. Payment is due the day the service is rendered and should be secured prior to departure for any of our services. For regular clients, we can store credit cards on file in our secure system to save you time.

### **What is the dog to staff ratio?**

In general, the staff to dog ratio is no greater than 1 person to every 10-15 dogs. This ratio is decreased when the dog group is particularly rambunctious. Our **ALL-OUT-DOG!** Canine Enrichment Program has 1 person for every 1-6 dogs and includes loads of individual attention time.

### **Do the dogs have nap time?**

Yes, all dogs in the facility nap between 11:30am and 12:30pm.

### **What should I expect as a new client after my dog's first few days of daycare?**

Your dog's first day of daycare or first lodging stay can be stressful for them. It is normal for them to be more tired than usual upon arriving home, especially for dogs that are not used to a lot of activity. Eventually this should change as your dog gets used to our facility; however, your dog may still be significantly calmer at home.

## FAQ's for **ALL-OUT-DOG!** Canine Enrichment Program

**What is the cost?** There are 2 different rates for this program based on your dog's tendencies with other dogs. The cost for dogs that can easily share toys and food rewards in the presence of other dogs is \$42.50/day (Social Butterfly Plan). Our Super Solo Plan is \$47.50/per day for those dogs who cannot be grouped or those who are unable to share toys, treats, and attention with others. Our carefully trained Canine Enrichment Specialists will determine the rate for your dog. Please note that price can be affected at a later date should a dog develop challenging or limiting behaviors.

**How does this program differ from regular group play and what are the benefits?** Instead of all-day play, dogs in this program follow a daily schedule that alternates between small group play with other dogs AND participating in fun activities that they enjoy with our Canine Enrichment Specialists. Dogs in this program get to experience a well-rounded day of physical activity AND mental stimulation with a ton of personalized attention that caters to the individual.

**How much time is my dog resting?** Nap times occur at 11:30am-12:30pm. We think this down time is vital to healthy dogs and helps them to get used to learning how to relax when needed.

**How much time does each dog spend on each activity?** Each dog spends at least 15-30 minutes on each activity depending on the group dynamics for that day. They resume group play or rest with a puzzle toy or snuffle mat when others are enjoying the activities.

**Will my dog be tired when he comes home?** Most dogs will go home tired and relaxed, but not exhausted from over-activity.

**What types of activities do you offer?** Activities include such things as agility, retrieving, running, tug games, Fit Paws (balance work), and scent work to name a few. We are constantly adding new games and enrichment exercises in order to keep things exciting for the dogs.

**How do you determine the activities my dog likes?** Once your dog has been approved for daycare, his or her first day in the **ALL-OUT-DOG!** program is their Discovery Day. On this day we experiment with different toys and games to determine what your dog enjoys best and/or benefits the most from. We will use the information gained on Discovery Day as a baseline to plan their start in the program.

**What if my dog does not like any of the activities that you offer?** With the number of options we have available to us, we can assure you that we will find activities that your dog enjoys.

**Does my dog get to participate in **ALL-OUT-DOG!** when they are lodging with you?** Yes, your dog will be able to participate in **ALL-OUT-DOG!** while lodging with us. There is a small additional daily fee of \$5.00 added on to his or her lodging bill when choosing this option. Regular Group Play is always available when lodging at no additional cost.

**Is **ALL-OUT-DOG!** offered during holiday weeks and school vacations?** **ALL-OUT-DOG!** will not be offered during holiday weeks and school vacations.

**Why am I charged if I do not cancel in time?** This program is custom-tailored to the individual and it takes a great deal of pre-planning to create each day's schedule.

**Are there any discounts?**

We do not offer any discounts for this program due to the cost of additional equipment as well as the high level of training and preparation required for us to operate this very personalized program.

**Does my membership fee get refunded if I decide not to bring my dog anymore?** VIP Membership fees are non-refundable and non-transferable.

**My dog does not get along with other dogs, what will he or she do during group play?** Your dog will be resting with a puzzle toy or snuffle mat while he or she is awaiting his or her turn to do the activities.