



47 Rockingham Road
Windham, NH 03087
603-890-6239
info@woofwoof.net
www.WOOFWOOF.net

Policies & Procedures Client Agreement

MUST BE AGREED TO BY ALL CLIENTS

Sidekick Kennels, LLC/DBA Woof Woof Day Care & Boarding (hereinafter SKK LLC/WWD&B), follows a specific set of policies and procedures deemed necessary for the safety and care of all dogs, staff and owners (hereinafter Owner), or their agents, who come to our facility. This Client Agreement is between SKK LLC/WWD&B and the dog's Owner. The Owner agrees to follow policies and procedures, which are subject to change. SKK LLC/WWD&B will post notification of changes at our front desk and via email. Failure to abide by our policies and procedures may result in suspension or expulsion from services.

Policies & Procedures

Business Hours

Daycare Monday-Friday: 6:30 am - 8 pm Saturday: 8 am - 8 pm Sunday: 8 am – 7 pm

Owner should arrive at least ten (10) minutes prior to closing time. Doors lock at closing and any dog not checked out by closing will be charged for boarding for the night.

Boarding See *BOARDING DOGS – Check-In/Check-Out Times* for details

Boarding drop-off begins at open each day and ends at 9:30 am on the day of pick up.

Dogs may stay for daycare after boarding and will be charged for a half or full day depending on time of pick up.

Our facility closes promptly at 8 pm Monday - Saturday and 7 pm on Sunday. Owner should arrive at least ten (10) minutes prior to closing time. Doors lock at closing and any dog not checked out by closing will be boarded for the night. Any dog that remains in our facility after closing is subject to additional charges for services that fall within those time frames.

Emergency Contact All owners must provide at least two Emergency Contacts in their Paw Partners account in the event that SKK LLC/WWD&B cannot reach owner in time of emergency.

Check-In/Check-Out for Daycare & Boarding The daycare & boarding entrance is located on the lower level at the side door. **Owners are required to keep ALL doors and gates closed and/or latched at all times when entering or exiting for the safety of all dogs.**

Check-In We request that owners check-in their dogs by 9:30 am for morning half and full day daycare. The doors may be locked from 9:30 am - 12 pm and from 1– 4 pm. Owners may still check-in/check-out their dogs between 9:30 am – 4 pm but will need to call or ring the doorbell for entrance. For fast and easy check-in, SKK LLC/WWD&B has provided owners with access to crates to use to place their dogs in upon arrival. Staff moves dogs out to play from the crates shortly after they have arrived.

Check-Out All owners are required to be inside the black gate on the main floor to receive their dog. This is to ensure that their dog is safely handed off to them. SKK LLC/WWD&B requires owners and their dogs to refrain from approaching other owners or their dogs in all areas of the facility.

Holiday Closures We are closed to the public on the following holidays: **New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.** We may have limited hours preceding or following a holiday. There is no check-in/check-out for boarders available on Christmas Day, New Years Day, or Thanksgiving Day. An additional fee of \$10 per dog will be charged to all dogs boarding on these holidays. The list of holidays is subject to change at SKK LLC/WWD&B's discretion.

Free Canine Evaluation (Mandatory for All New Clients) All dogs in our care **must** participate in our daycare program, including boarders. To ensure that SKK LLC/WWD&B is a good fit for your dog, we require all new dogs to attend one (1) day of daycare on a weekday (Monday-Friday) free of charge. Your dog will be evaluated based on SKK LLC/WWD&B

guidelines listed in *Canine Qualities Required*. SKK LLC/WWD&B limits how many new dogs that are evaluated per day, so a reservation is required. Owner agrees to submit all required forms for approval prior to their dog's evaluation day.

Health Dogs must be in good health and have the physical stamina to be active. Owner understands that upon entering SKK LLC/WWD&B their dog will have an initial temperament evaluation and will be examined for overall quality of health during their first day of daycare.

Dogs that are **injured or ill**, or being treated for an illness, are not permitted. **Full disclosure** of all medical conditions/illnesses is required for the health and safety of all dogs, owners, and staff. Owner must notify us of all medical conditions their dog has or may develop over time, including chronic conditions/diseases, infection, illness, injury, allergies, emotional and/or physical disorders and any medications the dog has been prescribed. SKK LLC/WWD&B is not responsible for any emotional/medical conditions a dog has or may develop. We retain the right to quarantine and send home any dog we do not believe to be healthy enough to partake in services at our discretion. Any dog displaying signs a health concern will be quarantined, the owner will be notified and required to pick-up their dog immediately. Any dog that has had surgery is required to wait a minimum of ten (10) days before returning for any services.

Canine Qualities Required SKK LLC/WWD&B accepts dogs that meet our behavioral and health standards. Our top priority is to provide a safe, happy and fun place for dogs, owners and staff. All dogs are evaluated for how friendly and socially appropriate they are with other dogs and people. Dogs must exhibit that they are free from all forms of resource guarding. For the safety and wellbeing of all dogs and staff, excessive barking and/or bullying behaviors will not be tolerated. Dogs must be physically and emotionally comfortable being crated for short periods of time during daycare hours and overnight when boarding. Dogs must walk under control on a leash when entering or exiting our facility, and for staff who will be caring for them.

Size & Age Limitations SKK LLC/WWD&B is not suitable for all dogs. Extremely small dogs (less than 5 pounds), extremely large dogs (more than 100 pounds), or extremely tall dogs (giant breeds) may not be suitable for our services for a variety of reasons. We do not have an age restriction, however if your dog is 13+ years of age, has health concerns, or shows signs of separation anxiety, we have the right to refuse services. We will grant consideration to applicants within these limitations on a case-by-case basis.

Vaccinations SKK LLC/WWD&B requires that dogs remain current with **ALL** vaccinations listed and requires veterinary records proving each is current. Owner agrees to provide SKK LLC/WWD&B with their dog's current veterinarian records, and to provide renewals showing that **all required vaccinations are current**. Failure to provide such records will result in an immediate suspension from all SKK LLC/WWD&B services.

REQUIRED VACCINATIONS

- | | |
|------------------------------------|--|
| * Bordetella (kennel cough) | every 12 months (<i>must wait 14 days from vaccination for services</i>) |
| * Negative Fecal Test | every 12 months |
| * Rabies | vaccination is current |
| * Distemper-Parvovirus | vaccination is current |
| * Canine Influenza | <i>recommended, but not required</i> |

The owner understands that despite being vaccinated for an infectious disease, transmission of a disease is still possible and is not the result of any circumstances or conditions regarding our facility. SKK LLC/WWD&B is not responsible if your dog falls ill with an infectious illness during or after their time at SKK LLC/WWD&B. **Puppies** must complete the three (3) part series of Distemper-Parvovirus vaccination, plus all other listed vaccinations before services are provided.

Medications If your dog requires medication during a stay, the medication must be in a medication pill bottle and be properly portioned. The pill bottle **must** be labeled with the dog and owner's full names and Instructions on when it should be administered (am, noon, pm). Owner agrees to supply Greenies Pill Pockets or other approved administration method for each dose of medication. The owner authorizes us to administer all medications their dog needs. SKK LLC/WWD&B does **not** administer injectable medication.

Flea and Tick It is required that owners regularly give their dog preventative flea and tick treatments. Dogs are not allowed to wear a flea and tick collar while attending daycare or boarding and it should be removed and stored with owner prior to being checked in. Should a dog appear to have fleas, it will be quarantined, the owner will be notified, and the owner/agent must pick up the dog immediately. If a boarding dog is found to have fleas, it will be treated and

the owner agrees to pay any associated fees for this service at time of check-out. SKK LLC/WWD&B is not responsible should a dog acquire fleas and/or ticks.

Male Dogs, Neutering At seven (7) months of age, intact males will be closely monitored when in daycare until they are neutered. Exhibiting any behavior associated with being intact may result in limited group play or suspension until neutered. SKK LLC/WWD&B requires male dogs be neutered by one (1) year of age. Failure to do so will result in suspension from all services until neutering. Medical exemptions may be made with a letter from the veterinarian, however behavioral expectations and requirements must still be met and inappropriate behavior may result in limited group play, probation, or suspension until neutered.

Female Dogs, Spaying Female dogs that are not spayed may **not** attend daycare while in heat (21 day minimum). Exhibiting any behavior associated with being intact may result in limited group play or suspension until being spayed. Owners of female dogs that are **not** spayed agree that SKK LLC/WWD&B is not liable for any medical conditions that may arise because of their dog not being spayed. Female dogs that are pregnant are **not** allowed to participate in any SKK LLC/WWD&B services.

Risks Owner understand that there are risks involved in using the services of an interactive play/daycare/training/boarding/grooming setting. Risks to humans and dogs include but are not limited to dog scratches, bites, wounds, paw soreness, viruses, and/or the transmission of disease. Owner recognizes that the benefits of an interactive play/daycare/training/boarding/grooming setting are valuable for their dog and by signing this document they hereby assume and accept the potential risks involved and agree to pay all medical expenses for their dog and their actions which may be incurred while their dog is at SKK LLC/WWD&B.

Injury SKK LLC/WWD&B separates dogs into appropriate play groups based on personality, energy level, size, and play style. SKK LLC/WWD&B provides continuous supervision of dogs in our care and will remove any dog from any situation that could potentially be a threat to themselves, their playmates, and/or our staff. Owner acknowledges that SKK LLC/WWD&B will exercise due diligence and care of all dogs and is not responsible for any injury or illness that occurs while their dog is in our care on or off our property (including the parking areas). Should an incident occur, we will notify the owner immediately. Owner shall not hold any other dog or person involved liable. SKK LLC/WWD&B is not responsible for any injury or illness that occurs to an owner or their dog and will not be held liable for any associated bills, medical or otherwise.

Veterinarian Care in Case of Emergency Should a dog become injured or ill during our care, we reserve the right to bring your dog to a veterinarian at our discretion. All dogs needing immediate veterinary care will be brought to the Veterinary Emergency Center of Manchester, Rockingham Emergency Veterinary Hospital or other appropriate facility.

Owner agrees to allow SKK LLC/WWD&B staff to transport their dog to seek veterinarian care. Owner authorizes the veterinarians to use their best judgement to provide any necessary treatment and care for their dog. Owner agrees to not hold SKK LLC/WWD&B liable for failure to seek veterinary attention. Owner understands that they are fully responsible for all medical bills for their dog and agrees that SKK LLC/WWD&B is not responsible for the payment of any medical services their dog receives if it is brought to any veterinarian facility while in SKK LLC/WWD&B 's care.

Meals at Daycare Dogs should have at least a ninety (90) minute rest period after eating a meal. If it has been less than ninety (90) minutes since a dog's last meal prior to checking-in for any of our services, it is the owner's responsibility to inform our staff. We only serve breakfast to dogs in boarding. We will serve a mid-day meal to any dog. Only dogs staying past 6 pm may bring a dinner meal. All meals provided by owner must be prepackaged, in individual serving sizes, and labeled with their dog's full name, and time (lunch or dinner) meal is to be served.

Items from Home for Daycare Dogs The only items allowed at daycare are a dog's **leash, collars, harness, tags on collars/harness/leash, and canine apparel**. All items must be clearly labeled with the dog's first and last name. Leashes are limited up to six feet (6') in length. **No retractable leashes allowed**. Apparel must be clearly labeled and should be durable enough to withstand group play. **NO rawhides, bones, toys, bowls, beds and/or towels** allowed at daycare. SKK LLC/WWD&B retains the right to inspect and refuse any items deemed unsuitable. This list is subject to change and is posted on our website. Any dogs with a veterinarian-approved medical need for a bed at rest periods will be given consideration. SKK LLC/WWD&B **is not responsible for any lost, stolen, or damaged items**. **Flea collars** are to be removed upon arrival and taken out of the facility by the owner.

Damages SKK LLC/WWD&B is not responsible for the loss or damage of any items brought to SKK LLC/WWD&B. Owner agrees to be responsible for the replacement cost and/or repair needed arising from any damages done to our facility by them or their dog. Owner agrees to be responsible for any injury their dog causes to staff, and the expenses associated with such damages. Owner waives and releases SKK LLC/WWD&B, its agents, officers, subcontractors, employees, canine parents, and customers of SKK LLC/WWD&B from any and all liability of any nature, for injury or damage by any dog including their own and freely assumes the risk of damage or injury while their dog is in the care of SKK LLC/WWD&B or on the surrounding areas.

Daycare Reservations & Cancellations

Owner is responsible for reserving dates to bring their dog to daycare via **Paw Partner** or telephone. You may also cancel your reservation on Paw Partner.

Cancellation of a reservation for daycare must be made at least twenty-four (24) hours or more in advance. (i.e. Call by 6:30 am on Monday to cancel a reservation for Tuesday).

All cancellations made after this time, or failure to arrive for a reservation will result in a charge for that day. Space is limited and reservations are necessary.

Daycare Pricing SKK LLC/WWD&B offers single visit pricing for daycare that is due at time of service. Owners who regularly use our daycare services can benefit with pre-paid Daycare Passes at discounted rates.

Daycare Passes are good for 30-days from date of purchase. No refunds or extensions on passes except under extenuating circumstances (judged on a case-by-case basis at the discretion of SKK LLC/WWD&B). Passes are non-transferrable. If SKK LLC/WWD&B decides to expel a dog from services, a prorated refund will be issued. Packages may be shared by dogs who also share an owner

Premium Pup Package - daycare every day (7) days a week

Working Pup Package - daycare five (5) days a week

Gold Paw Package - 12 visits

Silver Paw package - 8 visits

Bronze Paw Package - 4 visits

The Half Day Hound package - 5 half day daycare visits. *Expires 30 days from date of purchase.*

Discounts SKK LLC/WWD&B offers a 10% DISCOUNT on daycare and boarding services to any owner who is a senior 62+, Veteran, a member of the Armed Services, (*please provide ID proof*), and/or has two (2) or more dogs that utilize our services.

Payment Owner agrees to be responsible for the payment of all services provided to their dog at SKK LLC/WWD&B upon check out. Owner agrees to pay in full at time of check-out any balance resulting from additional services that were rendered and understands that their dog shall not leave our facility until all fees due are paid.

SKK LLC/WWD&B accepts Visa, Master Card, debit card, cash or local checks from recurring customers. Returned checks are subject to a thirty dollar (\$30) fee. Prices are subject to change.

Right to Refuse Service SKK LLC/WWD&B has the right to suspend or dismiss a dog at our discretion. Suspension length will be decided on a case-by-case basis. Any dog deemed unfit for daycare will be dismissed and be considered unfit for boarding. This decision can be made before a dog's free 1st day of daycare, after they complete their free 1st day of daycare, or at any time in the future.

Unclaimed/Abandoned Dogs Owner understands that SKK LLC/WWD&B may exercise its rights regarding liens, abandonment and disposal of their dog in accordance with NH R.S.A. 437:19 and 437:20 as if SKK LLC/WWD&B were its rightful owner.

Authorized Alternates Allowed to Check-In/Check-Out an Owner's Dog Owner agrees to provide SKK LLC/WWD&B in writing with the **name, phone number and relationship to owner**, any person that they authorize to check in/out their dog from any services. Owner agrees to only authorize alternates who are familiar with the owner's dog and who are knowledgeable of the SKK LLC/WWD&B Policies and Procedures. Alternate must also be fully capable of handling and controlling the owner's dog safely. Any alternate deemed unfamiliar with an owner's dog or unable to handle and control the dog safely, will not be permitted to check the dog in or out of SKK LLC/WWD&B. Owner agrees to inform all authorized alternates that they will be **required to show their driver's license at check-out**. Owner agrees to authorize

the owner or agents of SKK LLC/WWD&B to use their best judgement for the release of their dog. If an owner's dog is not released, the owner also agrees to pay for any services that their dog incurs.

BOARDING DOGS Owner agrees to have read, completed, answered, understood and submitted the online form(s) **Woof Woof Daycare & Boarding Application** for each of their dogs

Emergency Contact All owners must provide at least two Emergency Contacts in their Paw Partners account in the event that SKK LLC/WWD&B cannot reach owner in time of emergency. This person should be local and not accompanying owner on vacation.

Meals Owner is required to provide meals for their dog during the entire length of their stay. Meals must be prepackaged in individual serving sizes and labeled with the dog's name and time of day (am, noon, pm) that the meal should be served. Should an owner fail to provide food or not enough food for their dog's stay, SKK LLC/WWD&B will provide the dog with a size-appropriate meal for each meal needed at an additional fee. Please provide an exact measurement of the amount your dog receives at a meal. If it is outside a standard food measuring cup, please provide the scoop and label with the dog's first and last name.

Items from Home Items brought from home must be clearly labeled with the dog's first and last name. Boarding dogs are allowed to bring up to two (2) toys, two (2) blankets, a dog bed that is appropriate for the dog's size. Dog beds/blankets should be freshly washed prior to check-in and be able to be washed in a washing machine. If the bed cannot be disassembled to fit our washing machine, it will be bagged for owner pickup. Canine apparel may be worn during the winter months and should be durable enough to withstand group play. **NO rawhides, bones, Kongs, and/or bowls.** SKK LLC/WWD&B withholds the right to inspect and refuse any items deemed unsuitable. This list is subject to change and is posted at our front desk and/or on our website. Any dog with a veterinarian-approved medical need for a bed that lies outside our guidelines will be given consideration. SKK LLC/WWD&B is not responsible for any lost, stolen, or damaged items.

Last Meal BEFORE Check-Out Dogs should have at least a ninety (90) minute rest period after eating a meal to ensure good health and wellbeing. In keeping with this guideline, meals will not be served near scheduled time of check-out.

Boarders that are NOT Consistent Daycare Clients Any dog that has not been to SKK LLC/WWD&B within six (6) months before their next scheduled boarding check-in date, must attend at the owner's expense, a minimum of one (1) day of daycare to ensure that their dog maintains our behavioral standards, (see *Canine Qualities Required*). Owner acknowledges this policy and understands that boarding reservations will not be guaranteed until the completion of this daycare visit which must occur within sixty (60) days prior to the boarding reservation. If daycare visit is not completed within fifteen (15) days of scheduled boarding check-in date, SKK LLC/WWD&B reserves the right to cancel the reservation, and owner will not receive a refund for their reservation deposit.

Reservations & Cancellations Boarding space is limited. Reservations are required. Owner agrees to be responsible for the payment of all services provided to their dog at SKK LLC/WWD&B upon check out. Owner agrees to pay in full at time of check-out any balance resulting from additional services that were rendered and understands that their dog shall not leave our facility until all fees due are paid.

Boarding **cancellations** made within 24 hours of reservation start time are subject to a \$50 cancellation fee. Failure to check-out by reserved check-out time will result in additional boarding charges. No refunds or credits for early boarding check-outs.

Boarding Accommodations Owner has a choice to board their dog in one of our **Bunkhouses** (crate) or a **Suite** (comfortably sized room) during their dog's stay. All boarding dogs start their day in the daycare as early as 6:30 am and turn in for the night by 8 pm. Meals and some rest periods during the day will be in their bunkhouse or suite. Multiple dogs in the same family may share a suite if they are well behaved together.

Check-In/Check-Out Times SKK LLC/WWD&B is staffed 365 days a year, however we are always not open to the public. Owner agrees that they may only check their dog IN or OUT of boarding during regular business hours posted for daycare. We prefer that all dogs be checked in by 9:30 am for boarding. A tired dog is a happy dog, and we have found that dogs are more content sleeping over for the night when they have played all day in daycare. Arrangements can be made for later check-in times, although the boarding fee is the same regardless of check-in time. Check-out is by 9:30

am for boarding Monday – Sunday. Daycare half day or full day rates apply Monday – Sunday for dogs checking-out after 9:30 am. See *Closed Holidays* for details regarding holidays.

Damages SKK LLC/WWD&B is not responsible for the loss or damage of any items brought to SKK LLC/WWD&B. Owner agrees to be responsible for the replacement cost and/or repair needed arising from any damages done to our facility by them or their dog. Owner agrees to be responsible for any injury their dog causes to staff, and the expenses associated with such damages. Owner waives and releases SKK LLC/WWD&B, its agents, officers, subcontractors, employees, canine parents, and customers of SKK LLC/WWD&B from any and all liability of any nature, for injury or damage by any dog including their own and freely assumes the risk of damage or injury while their dog is in the care of SKK LLC/WWD&B or on the surrounding areas.

Photograph, Videotape &/or Record Owner understands and agrees to allow SKK LLC/WWD&B to photograph, videotape and/or record their dog while at SKK LLC/WWD&B. Owner acknowledges that such photographs, videotapes and/or recordings that include the owner's dog may be used by SKK LLC/WWD&B for the lawful purpose(s) of training, media, social media and in the promotion, advertising, sale and publicizing of SKK LLC/WWD&B. Owner agrees to release from liability and licenses SKK LLC/WWD&B the exclusive rights to use any photographs, videotapes and/or recordings that include their dog.

ALTERNATE CHECK IN/OUT Owner agrees to complete and sign the Alternate Check In/Out Form provided by SKK LLC/WWD&B to designate appropriate pick up person the event owner is unable to drop off/pick up dog at end of services. I understand and accept responsibility for any actions or decisions made by my Alternate during the process of checking in or out my dog.

Acceptance of Policies & Procedures and Client Agreement

This Agreement is between SKK LLC/WWD&B and the Owner whose signature appears below. The Owner certifies that all information given to SKK LLC/WWD&B is accurate and that the Owner represents that he/she is the primary owner of the dog listed in this agreement and warrants that they have full authority to enter into this agreement. Owner warrants that he/she has the authority to represent all other owners and/or agents of this dog in signing this contract.

By signing this contract, you (or your Agent) agree to hold SKK LLC/WWD&B, its owners, operators, employees, and directors harmless from any damage, loss, or claim arising from any condition of the undersigned dog, either known or unknown to SKK LLC/WWD&B. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases. I have read the above Agreement entirely and have had the opportunity to discuss its terms with to my satisfaction and agree to its terms in its entirety.

This Agreement shall be binding on heirs, administrators, personal representatives or assignees or agents of the Owner and SKK LLC/WWD&B. Each time the Owner brings their dog to SKK LLC/WWD&B, Owner affirms the terms of this agreement, and the truthfulness and accuracy of all statements Owner makes in this agreement. Any controversy or claim arising out of this Agreement, or the breach thereof, or because of any claim involving negligence by a party to this Agreement, shall be settled through mediation and/or arbitration within the State of New Hampshire.

On behalf of myself, my heirs, agents and all other owners of my dog, I have read, understand and agree to follow the SKK LLC/WWD&B Policies & Procedures Client Agreement the terms of this contract. By executing this Agreement, Owner agrees to abide by the terms stated herein.

Revised: April 2, 2026