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**General Information**

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**City Location**

Info: Office Hours:

140-105th Street East Monday – Friday 7AM – 7PM

Saskatoon, SK S7N 1Z3 (Daycare ends at 6pm)

Phone: 306-978-7278 Saturday 9 AM – 5 PM

Fax: 306-978-7726 Sunday 12 PM – 5 PM

Email: info@playfulpawspetcenter.com

**Acreage Location**

Info: Office Hours:

Less than 10 minutes Monday – Friday 7AM – 7PM

East of Saskatoon (drop offs before 6pm\*\*)

Phone: 306-978-7279 Saturday 9 AM – 5 PM

Fax: 306-978-7282 Sunday 12 PM – 5 PM **(no daycare)**

Email: rural@playfulpawspetcenter.com

***There are some risks to your dog that you should be fully aware of when your dog(s) are in daycare or boarding.***

*Your dog may get cuts or bruises. Dogs are a lot like kids at a playground and sometimes they play rough*

*Your dog will be exposed to many other dogs and as a result they may pick up a minor illness from another dog such as a stomach virus or canine cough.*

*Your dog may pick up parasites such as ticks and lice*

*Your dog may be stiff or have sore muscles the next day from playing and running. Some dogs forget to stop and rest during the day especially if they are not accustomed to daycare yet*

*Our floors and play yards have a variety of surfaces such as gravel, sand, concrete, linoleum and tile. Dogs who are not accustomed to extended period of play on these types of surfaces may get irritated pads on their paws.*

*Your dog may eat rocks while in the outdoor yard, in rare cases a rock can get lodged in a dog’s stomach or intestines. Please inform the office staff if your dog is known to eat rocks so that we can put him/her in the outdoor sand yard.*

*We will occasionally provide the customers with ‘report cars’ so that you are aware of your dogs’ behavior and play habits. We believe honest communication about your pet’s stay is important and will help ensure that you are aware of your dog’s behavior or play style in our facility.*

**Vaccination Requirement**

We require all dogs who come in to be vaccinated with the standard vaccinations which are DAPP (Distemper and Parvovirus Combination) and Rabies. Proof of vaccinations from your veterinarian stating when vaccinations were given and the date of expiration must be provided before your dog can come to us. Since your dog will be in contact with many other playmates, we highly recommend Bordetella (Canine Cough Vaccine) and a preventative flea, tick and lice treatment. Puppies are welcome, provided they have received two sets of vaccinations. Cats require the FVRCP as well as Rabies Vaccinations.

**Information Changed or Paperwork**

New customers will be asked to fill out a profile on their pet so we can better understand their likes, dislikes, medical requirements and other special requests. You will also be required to sign our daycare/boarding contract and present your pets current vaccination records. If any of your personal information changes such as address, phone number, veterinarian, emergency contact, your pet’s medical status, feeding instructions, or if they have passed away, please inform us as soon as possible so we can keep our system as up to date as possible as it is very important that we have accurate information on file. You will be required to fill out a new contract every year so we can keep up to date on any changes.

**Holidays and Long Weekends**

Holidays and long weekends are our busiest times of the year. We suggest booking for these special holidays as early as possible as we cannot always guarantee we will have room as we tend to book up fast for the holidays. On Sundays of long weekends, we close the office for drop offs and pick-ups however we are still here working in the back with our overnight guests! We provide extra staffing on holidays to ensure that the quality of your pets stay remains consistent and that they receive full attention. In order to help offset these costs and to ensure that our customers honor their bookings we charge booking fees for stays during peak times. There is a $20 fee for all long weekends with the exception of Christmas. For Christmas bookings, we require a $100 deposit to be paid at the time of booking. The deposit is only refundable provided you cancel before November 30th. Failure to show up without notification could result in pre-payment requirements for future stays. Fees are applicable at BOTH locations.

**Rates, Fees, and Booking instructions:**

To book your dog in for daycare, grooming, or boarding, simply give us a call or email. Drop ins are welcome at our city location provided your dog has previously used our facility. Due to the capacity restrictions at our Rural location, we recommend that you book ahead.

**Pet Shop**

We offer a wide range of health focused pet food (including raw), treats, toys, leashes, collars and beds. We often bring in new and exciting products as well as the basic necessities so feel free to browse next time you are in. We also offer a frequent buyer card, once filled out you will get $40 towards any instore product purchase!

**Urban**

**Introduction**

At our City location we offer doggie daycare, dog and cat boarding as well as dog and cat grooming and we even have a pet shop to make us a true one stop shop! In our facility, we have 3 large separate play parks, two of which have large spacious outdoor play yards. All dogs who come must be spayed/neutered once they reach 6 months of age in order to come and be fully vaccinated. All new dogs receive a fair trial day in which we then deem if the dog is suitable in our environment.

All pets that enter our facilities must be on a leash or in a carrier. If you do not have a leash we can borrow you one for the day. This makes bringing your dog in or taking them out smoother on you and us as staff. If you regularly use a training collar, or pinch collar please bring a flat collar for them to wear in the parks. Studded or spiked collars are not permitted in our play yards as they pose a safety hazard to other dogs.

**Daycare**

Supervised doggie daycare is available Monday – Friday 7am-6pm, Saturday 9am-5pm and Sunday 12pm-5pm. Doggie daycare is an excellent environment for exercising and socializing your dog. Most dogs do very well in our daycare setting however not all dogs cope well in a group environment for extended periods. We offer your dog a free trial day to ensure they are good candidates for our facility. Dogs that are not approved for daycare at our City location will be referred to our Rural location as they are able to offer smaller group play sessions or even one on one play sessions if that’s what your dog needs. If your dog is not approved for daycare at either location, this is no way a reflection of the owner or dog, it simply means that our environment is not right for your pet. Feeding is generally not necessary during daycare, however specific medical conditions or special requests will be accepted. If your dog requires feeding during daycare, they will be fed in a separate area outside of the park and will be separate from the other dogs for 1.5 hours to prevent their stomach from getting upset. Fresh water is always available for daycare dogs in all parks at several stations. After daycare, some dogs may be extremely thirsty as they may have been too distracted or excited to drink enough water throughout their day. Your dog may also be extremely tired or lethargic; this is normal especially if your dog is not accustomed to daycare. Most customers say their dogs fall asleep in the car before they leave the parking lot!

**Boarding**

Boarding is under supervision from 6:30 am – 8:30 pm. There is no overnight supervision.

Playful Paws Pet Center offers both short and long-term boarding for both cats and dogs. Your dog will be placed into daycare during the day with the other dogs as well as our staff members. The dogs play inside and outside throughout the day and go in their rooms or kennels twice a day from 8:30 am – 10 am and 5:30 pm to 7 pm for feeding and rest. After a long day of play the dogs are tucked in for the night at 8:30 pm for a good night’s rest.

When you bring your dog to us for boarding we only require the following: Leash, Collar (flat, no spikes, chains or choke) their food and any medication needed! You can bring some treats or a toy to give them while they are here. We can supply food for $2 per day however we recommend bringing your own so your dog doesn’t end up with an upset stomach. We do not require any bedding, dishes or crates and encourage customers to leave these at home to avoid them being lost or damaged while here. We do ask that you spare yourself a few minutes when dropping off your dog as you may be asked to verify pick up dates, feeding instructions, emergency contacts, as well as veterinarian information and medical information. If you are visiting us for the first time you will also need to complete the required paperwork and provide us with vaccination records. Your pet is important to us, therefore the most up to date, accurate information allows us to provide the best possible stay at our facilities.

**Please note: We do not allow you to visit your pet during their stay. Although we fully understand how much you may miss your pet, it may cause your pet additional separation anxiety or stress to see you and not be able to go home with you. We do offer tours of our facility for you so you can see where your pet will be spending their time. However due to liability issues we cannot allow customers to directly interact with the dogs in the play parks or sleeping areas. Your dog may become very excited or protective if they see you and this could disrupt the behavior of the entire group.**

**Cat Boarding**

Cat boarding is available at the City location only. Each cat who boards with us gets his or her own individual condo for their stay. If you are boarding more than one cat, they can be placed together if you prefer. The cats are also given individual roaming time throughout the day and we provide them with toys, scratching posts, climbing trees and big bay windows for them to look out and watch the traffic drive by when they are out roaming! We change the cat’s litter box twice per day and they are fed during both times as well. Cat’s always have access to fresh water during their entire stay as well.

**Full Service Grooming:**

Playful Paws Pet Center offers full service grooming at our City location. Our groomers offer a wide range of services including full grooms, King or Queen for a day packages and nail trimming/grinding. Grooming Services are Monday – Friday (If you require a weekend groom please call ahead in advance and we will happily arrange something for you). The King & Queen for a day package, and the grooming include free daycare so you can leave your pet here all day while you’re at work or running errands! Grooming can also be booked in during your pets boarding stay whether you call us before coming in or let us know when you drop off!

**Rural**

**Introduction**

Our Rural location offers dog boarding and day boarding. The rural location has indoor/outdoor runs as well as a large fenced outdoor play yard and an indoor play yard for inclement weather situations. Our Rural location is able to take any unaltered dog or dogs that may not do well in the Urban environment.

**Day boarding**

Our Rural location offers supervised daycare Monday-Friday (7am-6pm) and Saturday (9am-5pm). Our rural location does not have day boarding on Sundays. Day boarding, due to the limited space at our Rural location daycare must be booked in advance. Each dog is set up in their own individual indoor/outdoor runs during the day. The dogs are let out in rotations and are only put into a group with more dogs if they are good with dogs and we have other dogs who match their temperament. If your dog is not approved for daycare at either location, this is no way a reflection of the owner or dog, it simply means that our environment is not right for your pet.

**Boarding**

Our Rural location offers both short and long-term boarding for dogs. Each dog at our rural facility has a spacious indoor/outdoor run and are let out to play in our large outdoor play yard throughout the day. We do not guarantee that your dog will be able to play with other dogs during their stay at rural, however if there are dogs who match your dog’s temperament and your dog is good with other dogs we may give them the opportunity to play. When you bring your dog to us for boarding we only require the following: Leash, Collar (flat, no spikes, chains or choke) their food and any medication needed! You can bring some treats or a toy to give them while they are here. We can supply food for $2 per day however we recommend bringing your own so your dog doesn’t end up with an upset stomach. We do not require any bedding, dishes or crates and encourage customers to leave these at home to avoid them being lost or damaged while here. We do ask that you spare yourself a few minutes when dropping off your dog as you may be asked to verify pick up dates, feeding instructions, emergency contacts, as well as veterinarian information and medical information. If you are visiting us for the first time you will also need to complete the required paperwork and provide us with vaccination records. Your pet is important to us, therefore the most up to date, accurate information allows us to provide the best possible stay at our facilities.

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