



Pick Up, Drop Off, and Late Fees

These fees apply to approved pets

Daycare Hours

Monday - Friday: 7 am - 7 pm

Saturday & Sunday: 10 am - 3 pm

Extended Days are offered on the weekends from 7am - 7pm

Boarding Hours

Pick up times: Between 8:30 am - 10:30 am Monday - Friday, Saturday & Sunday 10am-11am.

Drop off times: Between 2 pm - 6 pm Monday - Friday, Saturday & Sunday 2 pm - 3 pm *Special arrangements can be made for an additional fee*

Daycare Pick Up

Pets must be picked up from daycare no later than 7:00 pm Monday through Friday and no later than 3:00 pm on Saturdays (Extended Day until 7:00pm). The full day's fee will still be applied for dogs picked up earlier in the day (full 8 hours). Any dogs who are not picked up by these stated times, will automatically be placed into boarding for the night, and will be charged the associated fee. If this occurs, the pet can go back into daycare for the next day or needs to be picked up by 10:30 am the following day.

Boarding Pick Up

Pets must be picked up from boarding no later than 10:30 am Monday through Friday and no later than 3:00 pm on Saturdays. Any dogs who is not picked up by these stated times will be required to pay additional daycare fee depending on the amount of hours.

Cancellation & Reservation Policies

Regular Season Daycare

At least 12 hours notice for reservations and cancellations

Regular Season Boarding

At least 48 hours notice for reservations and cancellations

Peak Season Boarding

Minimum 3 night stay



Peak and Holiday Season Cancellation & Reservation Policy

For holiday and peak season boarding reservations, we require 10 days notice and a non-refundable deposit for the first night at the time of the reservation. If we do not receive your cancellation within the determined timeframe, you will be charged 50% of your scheduled boarding stay. No shows will be charged for the reservation in its entirety.

New Client Enrollment

New clients are required to comply with enrollment and registration steps listed below, prior to attending Wag Central's boarding or daycare programs and other service offerings. The following requirements for acceptance exist for health, safety and comfort of your pet and other pets in our care.

1. Client Profile in Pet Exec

Register with us at the front desk or at home on our website and complete a new owner and pet profile. All of this information must be 100% complete and will be checked by a Wag Central staff member.

Age Requirements

Puppies 4 months or under will be enrolled into our Puppy Program. Dogs 8 years or older can be boarded in our Specialized Care Unit, at owner's discretion.

2. Proof of Vaccinations & General Health

Provide up to date medical records for the below vaccines, this information will get inputted under your pet into Pet Exec so we can remind you when vaccines are close to expiring.

DHPP, Rabies, Bordetella, and Leptospirosis, Canine Influenza Bivalent, as well as a negative fecal (ova, parasites and giardia) within 6 months.

With any of these vaccinations, they need to be administered a minimum of 2 full weeks prior to the reservation to ensure they have had enough time to give your dog full immunity.

We ask that all 4-legged clients be free of fleas. If fleas or ticks are found on your pet upon arrival or during their stay, Wag Central will give your dog a flea bath at your expense.

Pets who have been ill or injured within the past 30 days may be required to



provide a certificate of health or letter of clearance from a veterinarian prior to attending. Pets who exhibit signs of distress, restricted movement, labored breathing, or other symptoms of concern may require veterinary clearance prior to attending. Dogs requiring special medical attention will be automatically boarded in our Specialized Care Unit.

Wag Central accepts intact males and unaltered females into our facility pending the behavioral assessment and evaluation period for daycare. Females in heat will not be allowed to partake in daycare.

Please do not bring your dog in if they are vomiting, has diarrhea, or is generally under the weather. After acceptance, please advise Wag Central of any changes in your dog's health or medication intake, even if medications are not being administered at our facility.

3. Behavior

Pets must be able to interact with people and other dogs in a safe and non-threatening manner. While daycare is an excellent way to exercise and socialize your pet, it is not an appropriate place for aggressive, under-socialized or fearful dogs. Wag Central will screen and evaluate every 4-legged client in the below ways:

Boarding + Daycare

Behavioral assessment to ensure each dog can co-mingle with other dogs and humans of all shapes, sizes, colors, etc. Each dog will be tested around toys, food, chews, etc. to see if they display any type of aggression. All dogs must partake in a personality profile. This is a quick meet and greet with one of our daycare workers, which will determine where your pup will best fit into daycare.

Playpark

Behavioral assessment outlined above.

Swimming Pool

Evaluation with our Doggy Paddle Swim Coach.

Fetch Lane

Behavioral assessment will tell if time in the fetch lane will better suit the social skills of your dog. This is also open to those dogs who have cleared the assessment and just want to run!



Wag Central reserves the right to refuse or discontinue admittance to any 2-legged or 4-legged client we may feel is inappropriate for our facility or services. At our discretion, Wag Central may limit your dog's interaction with other animals and may in other ways limit your dog's activity while in our care. Should this arise, a Wag Central pack member will notify the owner.

4. Payment

Payment in full is due at the time of pick up for both daycare and boarding. During peak times or in other circumstances, a deposit will be required at the time of booking. We accept cash, checks, MasterCard, Visa and American Express.