

The Crate Escape  
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Richmond, VT 05477  
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CrateEscape@gmavt.net



The  
**Crate  
Escape**

The Crate Escape, Too  
1364 Marshall Avenue  
Williston, VT 05495  
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## General Information

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

Dogs get lonely too, and while crates have their place and many stay-at-home-dogs are content and well-adjusted, many long for more companionship than our busy lives can always accommodate. That's where we come in! We offer a comprehensive array of pet care services including daycare, lodging, grooming, training and more. Our focus is on providing a positive physical and emotional experience for all dogs in a fun, safe, and clean environment.

Both of our two Vermont locations allows your dogs the opportunity to get tons of off-leash exercise, increase their social skills and practice their manners. With more than 20 years of experience in the industry, you can rest assured that your dog is treated as part of our family, whether you are away from home for business or pleasure.

The number of dogs in our care is limited each day to ensure that all of our dogs get lots of love, attention, and exercise. Our specially trained dog care attendants carefully group the dogs based on size, age, temperaments, and play styles so that everyone has a fun-filled play day. We also make sure to take the extra time that is necessary to make all dogs as comfortable and happy as possible by performing slow and closely monitored introductions. In addition to paying close attention to individual dog's needs, our staff also performs daily physical and behavioral evaluations on every dog in our care so their health can be closely monitored.

When your dog is here, whether it be for daycare or lodging, they will get to play on our playground equipment, wade in our pools, and romp and hang out with their buddies inside or outside, depending on the weather. Our main playgroups are constantly supervised to ensure that all play is mutual, appropriate, and safe for all participants. Both of our facilities have spacious indoor playrooms with soft rubber flooring that is safe for active play. Both locations also offer fenced-in outdoor play areas so that everyone can enjoy the fresh air. Extra time is taken in order to properly acclimate new dogs, fearful dogs or those dogs with diminished social skills.

### OPERATING HOURS

Monday – Friday: 6:30am - 6:30pm

Saturday – Sunday: 9:00am - 5:00pm

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

### AVAILABLE SERVICES AT THE CRATE ESCAPE

- 🐾 Daycare
- 🐾 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. 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. At the end of the evaluation day we will update you on how your dog did that day and whether or not 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. This will help your dog adjust to the new surroundings, ensuring the best possible lodging experience.

- Reservations are required in advance for use of any of our services.
- 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

Our specially trained dog care attendants carefully group the dogs based on size, age, temperaments, and play styles so that everyone has a fun-filled play day. Daycare at either of our two Vermont locations allows your dogs the opportunity to get tons of off-leash exercise, increase their social skills and practice their manners. After a day of daycare with us, your dog will come home tired, happy, and well behaved. We offer a number of fun and special one-on-one services and grooming services that can be added on to your dog's stay with us to give him or her additional activities to take pleasure in.

- Our main playgroups are constantly supervised to ensure that all play is mutual, appropriate, and safe for all participants.
- Dogs play on our playground equipment, wade in our pools, and romp and hang out with their buddies inside and outside, depending on the weather.
- We limit the number of dogs we care for, so that EVERYONE gets lots of love, attention, and exercise.
- We perform daily behavioral and physical evaluations on every dog in our care.
- Both locations also offer fenced-in outdoor play areas so that everyone can enjoy the fresh air.
- We are the ONLY local doggie daycare provider offering a Veterinary Care Warranty program – free of charge – to our daycare clients.
- We take the time needed to acclimate dogs with poor social skills or those that are fearful.

### **What to bring:**

- Please bring your own food if your dog requires feedings during the day.
- Dogs with social anxiety should bring a few belongings or treats if an appropriate play group be unavailable for that day.
- Young puppies should bring a toy or treat to chew on.
- Dogs that require coats during cold weather should bring them.
- 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.

## LODGING

Dog lodging at either of our two locations far exceeds what is offered by any of our Vermont competitors. We provide your companions with exceptional accommodations in a clean and safe environment under the watchful eye of our loving and attentive staff.

Our overnight guests can participate in play with the other dogs as well as with our dog care attendants. We ensure that those dogs who are unable to play well with others, or prefer the company of people, receive daily loving and special attention from our staff. After a fun day of play, the dogs who sleepover at our Richmond location have a choice of where they bed down for sweet dreams: in a crate chosen especially for them, in a large private room with a raised bed and their belongings, or in a luxury suite that is furnished with the comforts of home including twin and toddler beds and other furnishings. Dogs who spend the night at our Williston location have the luxury of snoozing in a private and uniquely designed townhouse-style suite with their belongings from home and a raised bed. Owners are able to choose from a variety of room sizes that will best suit the needs of their dog(s).

At both of our locations we offer a number of fun one-on-one special services in addition to a variety of grooming services. These services can be added on to your dog's stay to give him or her additional activities to take pleasure in and go home feeling refreshed. Soft, soothing music is played throughout the night at both locations, and dogs who are able get a healthy treat at bedtime. One of our dedicated staff members performs a health check and potty break nightly at approximately 9:00pm to ensure that your dog is comfortable and happy.

### Lodging Requirements:

- New Clients should download, complete and submit all new client paperwork (available on our website) prior to their arrival. 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. At the end of the evaluation day we will update you on how your dog did that day and 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. This will help your dog adjust to the new surroundings, ensuring the best possible lodging experience.
- A deposit is required to guarantee your reservation and can be applied to your dog's stay.
  - Deposits for current clients are equal to one night's stay.
  - Deposits for New Clients are equal to 50% of the total cost of reservation.
- Please plan for at least 15 minutes at arrival and departure for us to gather all the necessary information regarding your reservation.
- Please bring your dog's own food as the least amount of change to their routine will be less stressful:
  - 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.
  - 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. 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.
- 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 \$3.00 per day for lodging services. Daycare services are typically limited during these times. 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 Holiday
- Summer School Break (July – August)
- Labor Day Holiday
- Thanksgiving Holiday

- Christmas Holiday
- New Years Holiday

## 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 their 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 of 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**  
*A 20-minute session of flirt-pole work, great for dogs with high prey drive! A flirt pole looks like a large cat tease-toy so this service would be great for dogs who are toy driven.*
- **Retriever Heaven**  
*A 20-minute session of fetch.*
- **Cuddle Me**  
*A 15-minute snuggle-session to release tension.*
- **Puzzle Time**  
*A 15-minute treat driven puzzle or treat hide and seek to stimulate the mind.*
- **Bed-time Snack**  
*Say goodnight with a delicious treat of your choosing: Marrow Bones, or a Peanut Butter Kong.*
- **Bed-time Story**  
*Tuck them in with a soothing bed time 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 any and 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**

**Lodging fee per day, per pet: \$5.00**

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:**

- In the event that 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:
  - Sickness
  - Injury, illness or death when dogs kept together but separate from others at the owner's request take action against one another.
  - Injury, illness, death resulting from your dog's own destructive behavior toward kennel property
  - Injury, illness or death resulting from your dog's attempts to escape or actual escape the premises
  - Pre-existing conditions
  - Fleas, ticks, or other parasite transmission
  - 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. Any and 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.

## RATES

### Daycare Rates

Rates are per dog and vary between facilities. Daycare packages are non-refundable, non-transferrable and may only be used for daycare service fees.

RICHMOND	WILLISTON
<b>PAY PER DAY:</b>	
Single Dog, Full Day: \$28.95	Single Dog, Full Day: \$30.95
no ½ day daycare in Richmond	Single Dog, Half Day: \$19.95
Two Dogs Full Day: \$50.95	Two Dogs Full Day: \$54.95
Single Intact Male, Full Day: \$32.95	Single Intact Male, Full Day: \$34.95
<b>10 DAY PACKAGES:</b>	
1 Dog: \$260.00	1 Dog: \$280.00
1 Intact Male: \$295.00	1 Intact Male: \$315.00
<b>25 DAY PACKAGES:</b>	
1 Dog: \$625.00	1 Dog: \$660.00
1 Intact Male: \$700.00	1 Intact Male: \$740.00

### Lodging Rates

Rates are per dog and vary between facilities. Lodging packages are non-refundable, non-transferrable and may only be used for lodging service fees.

*Please be advised that lodging prices at both locations vary during peak times throughout the year.*

*Charges are per calendar day with a check-out at 12:00 pm. On day of departure we provide a free ½ day of care until 12:00pm, after which we will charge for that days care as well.*

RICHMOND	WILLISTON
<b>PAY PER DAY:</b>	
Crate: \$34.95	Standard Room: \$44.95
Standard Room: \$36.95	Luxury Villa: \$49.95
Executive Suite: \$40.95	Executive Suite: \$54.95
PM Check Out : One Lodging Day	PM Check Out : One Lodging Day
<b>10 DAY PACKAGES:</b>	
Crate: \$315.00	Standard Room: \$405.00
Standard Room: \$330.00	Luxury Villa: \$450.00
Executive Suite: \$370.00	Executive Suite: \$495
<b>20 DAY PACKAGES:</b>	
Crate: \$595.00	Standard Room: \$765.00
Standard Room: \$630.00	Luxury Villa: \$800.00
Executive Suite: \$695.00	Executive Suite: \$935.00
<b>30 DAY PACKAGES:</b>	
Crate: \$840.00	Standard Room: \$1,080.00
Standard Room: \$885.00	Luxury Villa: \$1,200.00
Executive Suite: \$985.00	Executive Suite: \$1,315.00

### Other Rates

*All additional charges are applied per dog.*

Additional Charges	
Medications:	\$3.00 / Administration
Vet Care Warranty	\$5.00 / Day (Lodging) <i>(Free of charge for Daycare)</i>
Seasonal Rate	\$3.00 / Day
Late Pick Up Fee	\$5.00 / 15 minutes
Late Lodging Cancellation Fee	One day per dog. (Deposit)
Excessive Damage Fee	TBD based on damage
Special Services	
Explorer	\$11.95
Wild Thang	\$9.95
Retriever Heaven	\$6.95
Cuddle Me	\$6.95
Puzzle Time	\$6.95
Bedtime Snack - Kong	\$6.95
Bedtime Snack - Sm Bone	\$2.00
Bedtime Snack - Md Bone	\$3.00
Bedtime Snack - Lg Bone	\$4.00
Bedtime Story	\$4.95
Inspector Gadget Package	\$16.95
Crazy Critter Package	\$14.95
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: \$14.95 walk in: \$17.95
Brushing	\$19.95
Teeth Brushing	\$11.95
Ear Cleaning	\$7.95
Bath, Brush, Nails Package	\$39.95

## 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 or their choosing). This examination specifically tests your dog's feces for the presence of intestinal parasites. The majority of 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 easily treated within days with assistance from a veterinarian. We require fecal tests on a regular basis in order 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. Where 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 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 parasites are also entirely different. Although some preventatives given for heartworm are effective against other parasites, being on a Heartworm medication does NOT exclude you 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 your place?**

We take puppies that are 8 weeks of age and above for puppies coming from a breeder. Owners with puppies coming from a store, shelter or rescue must keep their dog home for a minimum of 3 weeks before using our services.

### **Why do I need to need to wait 3 weeks to bring a recently adopted dog or new puppy to The Crate Escape?**

We ask that clients who have recently adopted a dog from a rescue or shelter wait a minimum of 3 weeks before using any of our services. There are a few reasons why we ask that you wait this long. Mainly, we want to make sure you and your new rescue have time to rest and to settle into a new living situation. Additionally, it may take a week or so before you notice any behavioral or health concerns when adopting a new pet, so we want you to observe your dog's health and behavior during that time to make sure we have accurate information on your dog and to ensure that they are not harboring any contagious illnesses.

### **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. We determine this 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 against distemper and parvovirus. If you feed your dog a natural diet, we are willing to feed it, providing that it is already prepared and proportioned for each feeding. We do have a refrigerator and microwave for storage/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.

### **How is your environment different from other dog daycare facilities?**

One of the many things that sets The Crate Escape apart from local competitors is our 20 years of experience in this industry. The Crate Escape is a company that is committed to providing premium pet care services. Our main focus is providing a positive physical and emotional experience for all dogs in our care.

The Crate Escape is the only local dog establishment that limits the number of dogs we care for each day. This ensures that the individual needs of all dogs in our care are attended to. We do this by taking all the time necessary in performing slow and closely-monitored introductions with dogs who exhibit similar characters. Our dog care attendants go through an extensive training program on canine body language and use this knowledge to ensure that safe mutual play is occurring amongst participants in our play groups. Rather than have ALL dogs in one large group, which is standard care at many competing facilities, we base our groups on size, age, temperament and play styles to accommodate the best interests of each dog. We realize not every dog is suitable for group play so we offer alternatives!

Both of our locations boast clean accommodations as well as friendly and informed staff. Aside from being the most aesthetically pleasing facility of its kind in the area, our Williston location is proud to be the only dog care business that has a state-of-the-art UV air purification system that kills over 99.9% of pet-illness causing viruses and bacteria. Our Richmond location has expansive outdoor space with gravel and grass yards, large trees to provide shade, and engaging yard layouts and play structures to keep your dog's mind busy and body moving.

In addition to all this we are the sole facility that offers a Veterinary Care Warranty program free of charge for daycare clients and for a nominal fee for lodging clients. We encourage you to come take a tour at either one of our great locations!

**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 on busy days, 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.

**What does my dog do all day when they are in your care?**

At The Crate Escape, it is playtime, all the time! Social dogs get to enjoy supervised group play throughout the day, either indoors or outdoors depending on the weather (we spend time outside in all/any weather conditions). Dogs that can be grouped are grouped on a daily basis according to size, age, temperament, and play styles, and are separated or given nap times when necessary to make their experience each day as positive as possible. Our dogs get to lounge and nap when they want or need to in our yards, or in private rooms as requested by their owners.

Those dogs that are not social with other dogs receive individual attention/playtime with our staff throughout the day. They typically spend time in a private yard or room with enrichment items such as puzzles, pools, hide-away toys, and more! These dogs get frequent outdoor breaks throughout the day with frequent staff visits.

**Do I need to make reservations for my dog to attend daycare?**

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. Walk-ins are welcome; however, if you choose to walk in we cannot guarantee there will be space for your dog. 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 care. 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?**

Making a reservation at The Crate Escape is easy! All services require a reservation made in advance of arrival. Because we offer a variety of services, it is best to call the location you are interested in to describe your needs over the phone, so we can accommodate you accordingly. New client information and forms are available on our website and can also be emailed directly to you by our customer service representatives.

**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?**

Yes, we happily welcome all potential or current clients to take a full tour of our facility. It is best to schedule a tour in advance, so you don't have to wait during our busy times. Ideal times for tours are daily from 10am – 2pm as we will have established our play groups by this time and will not have to work around arriving/departing dogs and clients.

**Do you allow people to tour the whole facility or are there areas people are not allowed into?**

The Crate Escape welcomes and encourages all potential clients to tour our facility. People are allowed to see all areas, but for liability reasons are not allowed to go in with the dogs. Here at The Crate Escape we feel that all persons considering dog daycare should eliminate any facility that does not allow them to view the entire establishment.

**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 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 inject-able 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 in order 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 advance level classes in addition to reactive dog classes. Schedules change periodically so please call one of our customer service representatives for additional information. Schedules change periodically so please check our website for updated class schedules.

**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 and departure to adequately relay all of the information we need from you so we are able to properly care for your dog at drop off, as well as to collect payments, remove them from their group and discuss any questions, concerns or observations about their stay at pick up. At drop off it is best to leave your dog in the car until we have completed check in paperwork and discussed their stay, at which time they can enter the facility. At pick up we will make sure to collect payments, hand over their belongings, discuss their stay and let you get organized before removing your dog from the group as they are typically very excited to see you!



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

When dropping your dog off for daycare in the morning, simply plan a few extra minutes in case there are multiple dogs entering the facility at once. Each dog is taken to our yards individually so please do not enter the building until there are no other dogs present in the lobby. Please plan a small amount of extra time at pick up for similar reasons. Payments are collected before dogs are removed from groups.

**What is the best time for me to drop off my dog for lodging?**

The best time to drop your dog off for a lodging reservation is between 9am and 2pm. This allows them adequate time to settle in and interact with other dogs and staff before bedtime. Dropping off between these hours will generally take-up less of your time as you will be avoiding the rush of daycare arrivals and departures.

**What should I bring for my dog when he 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 is scared of 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.

**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.

**My dog had a bad experience lodging elsewhere. How can I be sure this won't happen again?**

Although we cannot guarantee that your dog will have a good time lodging with us, we will do everything in our power to make him or her feel as comfortable as possible. This includes spending extra one-on-one time with a dog that appears anxious and stressed out. We also have a number of services that you can choose for more one-on-one attention for your dog. We have had numerous successes with dogs that have either never been boarded before, or those that had an unpleasant experience at another place. We have also had successes in socializing dogs that were not used to other dogs and/or strangers. If we have concerns during their stay, we are happy to call our clients and discuss them in order to find ways to make them more comfortable.

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

In general, the staff to dog ratio should be 1 person to every 10-15 dogs. This ratio will be decreased when the dog group is particularly rambunctious.

**How do you manage poor or dangerous behavior in your play groups?**

If the dogs in any group are exhibiting problem behaviors such as bullying, uncontrolled running, constant humping, persistent play engagement, crowding, etc. the acceptable methods used at The Crate Escape to control this behavior consist of: calm, assertive voice commands – such as “off”, “leave it”, and “wait”, redirecting, distraction, water spray bottles, time-outs and ultimately re-grouping or separation. Positive reinforcement, clear commands, and consistent limitations are used by all staff with all our dogs.

**Do the dogs have nap time and if so, how does this happen?**

Our dogs nap when they want or need to. We do not crate dogs for naptime, unless specifically requested by the owner. Typically, the dogs self regulate their activity: they are active in the early morning upon arrival, activity levels wane by late morning and early afternoon, and they get their second wind later in the afternoon. Most dogs cue well into this routine and those who resist napping are moved to another area to play so that those who want to can rest.

**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.

