



THE CRATE ESCAPE

Customer login portal: thecrateescapevt.portal.gingrapp.com

With over 28 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 include 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 needs, likes, and dislikes. They also have varying comfort levels with people and other dogs. 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 consider 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 use 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!

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 mostly small and can range anywhere from 2 – 15 dogs, with the exception of our Main Pack where we have a pack handler all day. 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. Dogs participating in regular group play will play most of the day with periodic rest breaks.

ALL-OUT-DOG! Canine Enrichment Program - ALL-OUT-DOG! is a daycare program 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. This is our VIP level program and space is very limited. ALL-OUT-DOG! is offered ONLY on Wednesdays and Fridays. 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. We are a small facility that caters to a smaller number of dogs compared to most other facilities in the area. This means that YOUR dog receives tons of personalized attention. 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 be able to participate in our ALL-OUT-DOG! Canine Enrichment program while lodging with us on a Wednesday or a Friday when the program is running, 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 one of our large private luxury suites or in one of our smaller 4 X 6 rooms with bedding from home, or on one of our raised beds with our provided blankets. Soft soothing music is played throughout the night and you may request 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 several 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. Basic grooming services are also available to choose from so that your dog can 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

MON-FRI

6:30 a.m. - 7:00 p.m.

SAT-SUN

8:00 a.m. - 6:00 p.m.

You may drop off or pick up any time during these hours

General Requirements:

- All new clients and those that have not been to our facility for greater than 1 year must fill out and submit our New Client Application and create a profile in the Gingr portal, including an emergency contact, credit card on file, and signatures on our agreements. Once received, the applications are reviewed by management as soon as time permits. 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. 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.
- 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 have 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.
- Dogs must be on flea and tick prevention medication
- 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. • Please contact our offices for more information regarding vaccines for puppies aged 8 – 20 weeks as well as newly adopted pets.

DAYCARE

- Please bring your own food if your dog requires a lunch time meal. There is no charge to feed lunches.
- Your dog should be wearing a flat buckle collar with name tag attached.
- Dogs that require coats during cold weather should bring them.
- Regular Group Play Daycare is offered 7 days a week
- ALL-OUT-DOG! Is ONLY offered on Wednesdays and Fridays except during holiday weeks/vacations
- Recurring schedules for Regular Group Play are void during holiday weeks and school vacations.
- Reservations are required. Although we do not normally charge no-show fees as we do not wish to charge for services not rendered, we reserve the right to charge for no-shows.

LODGING

- Reservations are required.
- Please be considerate of others. We do not wish to charge for no-shows. When you book lodging with us, we may have to deny others if we fill up. Last minute cancellations don't just cost us money, they inconvenience our other customers unnecessarily. We ask that you not make "tentative" bookings, as reserving a spot for one client can often mean disappointing another. Try to give as much notice as possible for cancellations. We rarely charge for no-shows, but we do reserve the right.
- All clients are required to keep a credit card on file for payments or pre-pay for the services reserved.
- Please plan on taking a few 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.
- Please bring your dog's preferred food. 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 high quality food available if something happens to your food or you want to purchase it from us.
- 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.
- Group play time is included on the final day of the reservation. There is an additional night's charge for pickups after noon on the final day. Just like a hotel, once we pass a certain time of day, we have devoted certain resources to the dog that are equal to another night's stay.

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 : General Grooming: • Nail Trimming • Brushing • Teeth Brushing • Ear Cleaning

WE DO NOT OFFER HAIRCUTS

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.

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: sickness, injury, illness, or death when dogs kept together but separate from others at the owner's request act against one another.
- Injury, illness, or 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 from 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. 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.

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.

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 considering 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: thecrateescapevt.portal.gingrapp.com and/or 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?

We are happy to show you around the lobby and take you into one or two rooms of the facility, but we cannot offer full tours of the entire facility. We have dogs everywhere, and moving them to make way for tours just isn't feasible. We understand it may seem like a standard request to take a tour of the facility, but we get dozens of requests like this each week and we cannot possibly accommodate everybody.

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?

Our ALL OUT DOG program does include an element of training, but regular dog daycare and lodging does not. We promote good behavior like sitting before going through doorways during pickup and dropoff. Training is specific to each dog and their needs, so we encourage you to find your own trainer and work with them to customize a routine.

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

You should plan for a couple of minutes at arrival to adequately exchange all the information we need, so we are able to properly care for your dog.

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 when do I pay?

We accept all major Credit Cards, Cash and Local Checks. Payment is due the day the service is rendered. All clients must have a credit card on file to make a reservation. Prepayment is encouraged for any service, and is easy to arrange through the Gingr portal.

Does anybody stay at the facility overnight with the dogs?

Rarely. In the event of a major snowstorm or flooding in the forecast, the owner may stay overnight in order to insure the next day's opening will go smoothly. Most nights, the dogs are worn out from group play and happy to go right to bed, and an overnight employee is not at all necessary.