



DAYCARE | BOARDING | TRAINING

DOGGIE DEPOT INFORMATION & POLICIES

P (630) 969-7529 | F (630) 969-7530
421 Maple Ave., Downers Grove, IL 60515
www.doggiedepot.com | info@doggiedepot.com

Greetings and Welcome to the Doggie Depot Family!

We are so thankful you've chosen us to care for your precious pup! We have a lot to tell you, so we've compiled all the important information here for you to review. We run a tight ship here with routines and policies. If you ever have any questions, please feel free to ask!

The Doggie Depot consists of three locations, all within two blocks of each other. All three locations are set up the same and run the same operation. All staff work in all three locations with the exception of the management teams. Here is the breakdown:

421 Maple Avenue

This location is sometimes referred to as our "main" building. All phone calls, emails, planning and administration are done out of this location. You will do your tour and first day of daycare here. This building operates seven days per week and does both daycare and boarding. **Always assume you are boarding at this location unless you receive an email otherwise.**

This building has five play groups and two outdoor yards.

605 Rogers Street

This building started it all. Opened in 2006 (and completely renovated in 2019), it operates Monday – Friday for daycare only.

This building can have four or five play groups. It also has two outdoor yards.

635 Rogers Street

Our second location, this building opened in April 2011. It operates daycare Tuesday – Friday. During peak vacation times, this building will also board dogs.

This building has three play groups and one outdoor yard.

How will you know where to go? We send out a daily email to reservations for the next day which will advise you of your location.

Daycare Basics

Requirements:

- 1) All dogs must be at least 16 weeks of age or older.
- 2) Dogs over 7 months of age must be spayed or neutered.
- 3) Owners must submit proof of the following vaccinations: Distemper/Parvo, Rabies & Bordetella.
- 4) Dogs must be on a flea-preventative and heartworm medication year-round.

Reservations are required in order for your pup to play with us for the day. If your **pup is attending its first day of daycare, they need to arrive between 6:30 A.M. – 6:45 A.M.** All new dogs have this drop off time in order to slowly introduce them to the environment. Meeting multiple dogs at once can be overwhelming. We want your pup's first experience to be a pleasant one. First days must be full days.

Going forward, **all dogs must be dropped off at the Depot by 10 A.M.** (unless you are coming for a ½ day in the P.M., for which drop off time is 2 P.M.).

Dogs are outside once per hour, by group. We maintain this schedule no matter the weather. The only situation that prevents us from keeping this schedule would be a strong thunderstorm. If it is extremely hot, cold or raining lightly, we will go outside, however, our visits will be very brief for the safety of the dogs.

Our dogs nap every day. At this time, dogs are put into a crate that is appropriate for their size. We dim the lights and play special dog soothing music. **Nap time is from 11:30 A.M. – 2:00 P.M. Please remember, we are CLOSED during this time!**

Boarding Basics

Once you've completed the enrollment process as well as completed one FULL day of daycare, you are welcome to board with us! We have two options for boarding: a standard wire crate or an enclosed hotel room suite.

What to Bring?

- 1) If your pup won't destroy it, we'd like you to bring a **LABELED** bed, blanket or towel for your dog to lay on. Some dogs decide to eat these items, and that's ok. They'll be fine without them!
- 2) FOOD: Please bring **MORE** than enough food and it must come in a **LABELED, SEALED** container.
- 3) Don't forget all the extras: Treats, medicine, a favorite toy, or anything you think will make your pup feel more comfortable while they are here.

DROP OFF TIMES: Overnight guests must be dropped off **BEFORE 10 A.M.** on the first day of boarding. This allows your dog to get in enough exercise to tire them out for a good night's sleep. **We do not allow any exceptions to this policy.**

PICK UP TIMES: Check out time is 9:00 A.M. Any dog not picked up by 9:00 A.M. on their departure date will have regular daycare rates applied. If you have a daycare package, we can deduct a day from that instead.

For those dogs that are spending the night with us, here is their schedule:

6:00 A.M.: Dogs are let outside to use the bathroom, then put back into their crate/suite for breakfast

7:30 A.M. – 11:30 A.M.: Play

11:30 A.M. – 2:00 P.M.: Nap/Lunch

2:00 P.M. – 5:30 P.M.: Play

5:30 P.M. – 8:00 P.M.: Dinner

8:00 P.M. – 9:00 P.M.: Play/final outside time before bed

9:00 P.M. – 9:15 P.M.: Bed time

Just a quick, friendly note about Boarding: Our facility does fill up during peak boarding times. These will be your standard holiday times (Memorial Day, July 4th, Labor Day, Thanksgiving and Christmas/New Years) as well as when school is not in session (July/August, Spring Break, school holidays such as Columbus Day weekend). If you plan to travel or need daycare for these times, it is best to plan far in advance.

DOGGIE DEPOT COST BREAKDOWN AND FINAL NOTES

All fees are payable in advance of service and are due at the time the dog is dropped off.

Cancellation policy: All services must be canceled the day before or will be subject to a one day or one-night charge. During peak vacation times (Presidents Day, Spring Break, Memorial Day, June/July/August weekends, Labor Day, Columbus Day, Thanksgiving, Christmas and New Years), separate cancellation policies will be communicated via email.

Reservations can be made by phone call, email, or through our online Customer Portal which you'll have access to after you've made your first reservation.

DAYCARE COST

	1 DAY PASS	10 DAY PASS	20 DAY PASS	30 DAY PASS	½ DAY PASS	10 ½ DAY PASS
Rate	\$34	\$315 \$31.50 PER DAY	\$610 \$30.50 PER DAY	\$870 \$29 PER DAY	\$23	\$220 \$22 PER DAY

***DAYCARE PASSES EXPIRE AFTER 12 WEEKS.** Please know you never lose your money at Doggie Depot. If you do not use up all of your daycare pass days in 12 weeks, that money will convert to cash credit on your account minus the pass discount.

We are CLOSED for daycare on the following days: New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day.

BOARDING COST

	CRATE	HOTEL SUITE
1 Night Pass	\$51	\$71
10 Night Pass	\$460 \$46 PER NIGHT	\$640 \$64 PER NIGHT

***BOARDING PASSES EXPIRE AFTER 6 MONTHS.** Again, please know you never lose your money at Doggie Depot. If you do not use up all of your boarding pass nights in 6 months, that money will convert to cash credit on your account minus the pass discount.

Holiday Rates: A \$15 charge (per dog) will be applied on the following days: New Years Eve, New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day.

We are CLOSED for boarding drop off on the following days: New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day.

We are open for boarding pick ups on Memorial Day, July 4th and Labor Day from 3:30 P.M. - 5:30 P.M.

DOGGIE DAYCARE/BOARDING FAQS

In a previous life, Brian maintained the FAQ page for Honda corporate. We thought it might be a good idea to attempt to answer some commonly asked questions here:

1) *What are your hours?*

- a. Monday – Friday 6:30 A.M. – 11:30 A.M. & 2:00 P.M. – 6:30 P.M.
- b. Saturday & Sunday 8:00 A.M. – 11:00 A.M. & 2:00 P.M. – 5:30 P.M.

2) *How do you separate the dogs?*

- a. Our generic terms for separating the dogs is the following: Big, Medium, Teenagers, Old, and Small. Much more goes into how we determine where a dog plays. Each dog's play style, personality, size and age will determine what group it does best in.

3) *Why do dogs need to be fixed if they are over 7 months?*

- a. Based on our professional opinion of managing dogs in a socialized environment, more problems arise when there are intact males and females in the group. We are very strict on this policy and do not make any exceptions.

4) *My flight isn't until 8pm, why do I have to drop my dog off before 10am for boarding?*

- a. We are firm believers in routine and exercise and all of our policies are based on what's best for the dog. The dogs need a full day of exercise in order to be ready for a good night's rest. This prevents any undue stress on all of the dogs boarding in our care. We do not allow exceptions to this policy.

5) *Can my dog get sick from other dogs while at Doggie Depot?*

- a. Yes. When entering a socialized environment, there are many possibilities of transferable diseases and viruses. Dogs share water and toys. They wrestle each other with open mouths. They are also loved on by incredible humans who can transfer bodily fluids from one dog to the next. Contagious diseases and viruses can happen in this environment. When it happens, we are devastated. If we are ever suspicious of a dog who might be ill, we will remove it from the environment immediately and ensure it has the correct medical care promptly.

6) *Can my dog get hurt while at Doggie Depot?*

- a. Yes. We pride ourselves on well trained staff who are managing and caring for the dogs at all times. However, injuries can happen. They are dogs. They have strong teeth, nails and some of them have very exuberant personalities. When an injury happens, we are also devastated. We promise to always do our best to prevent injuries and when they do happen, care for the dog promptly.