

WE SOAR HERE!

Here at Square One Animal Retreat (SOAR) our number one priority is safety for all animals, owners, and team members. We want to provide the best service possible by being cautious, personable, and respectable while still being safe. By putting these policies in place this will ensure an enjoyably safe environment for everyone.

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Square One General

Policies:

- Clients must book an appointment to be serviced. **SOAR** is NOT taking WALK-INS at this time.
- Clients must fill out service authorization forms before services are provided.
- If your pet must be revaccinated, you are **REQUIRED** to wait 48 hours before services can be provided. *Booking appointments and shot records can be submitted on the same day you received updated vaccines*
- All shot records must be submitted at least one (1) hour before appointment time.
- Pricing for services are based on pets' age, breed/weight, and severity. ***For in-house grooming services, mileage charge is included in the total***
- There are **NO** prior service or holding fees. Service prices are flat rates, no tax. *Any additional compensation that is provided will go towards our GoFundMe, outside of tips.* Gratuity is appreciated but not required.
- All payments must be rendered after services are provided. *Payment Options at the moment: Cash, Cash app, and Checks made out to SquareOne AnimalRetreat*
- As of this time, clients are **REQUIRED** to inform employees of arrival. ***For Grooming Services. We recommend arriving at*

*least 5 minutes prior to appointment time, to read over authorization form (can be filled out in advance via company website)***

- Multiple cancellation penalties are at the discretion of **SOAR**
- Multiple No show penalties are at the discretion of **SOAR**
- **SOAR** is not responsible for ANY personal items that are NOT related to pets' well being during your time at our location.
- We uphold ALL leash laws. **SOAR** is NOT responsible for any pets that are attacked, have escaped, have become injured, or any form of pets' well being before they are in our care.
- All pets WILL be looked over before we begin services.
- All pets WILL receive a ten (10) minute cool down or free period to ensure comfortability and to calm any anxiety or nerves your pet may have.
- With **Grooming services**, pets are washed in eco-friendly and organic shampoo. *Outside and personal products are accepted.*
- With **Boarding and Daycare services**, **SOAR** is NOT responsible for digestive complications, if food was not provided by owners.
- **SOAR employees** are NOT required to contact clients (incoming or outgoing) outside of operation hours.

Monday-Saturday 7am-8pm

- ALL agreed pickup times and service operation hours MUST be followed. *Without communication from owners, additional service fee WILL be added to your total*

- Clients can NOT show up unannounced for pickup. Employees should communicate effectively and efficiently with owners. ***Please contact our Customer Relations department if you have any concerns with our services via email wesoar@square1animalretreat.com***
- If clients do NOT respect or uphold our values. **SOAR** reserves the right to refuse service.
- If pets present safety concerns. **SOAR** reserves the right to refuse service.
- If clients refuse to fill out authorization forms. **SOAR** reserves the right to refuse service.
- Our office is CLOSED the day before, of, and after the following federal holidays: *New Year's Day, MLK Jr. Day, Presidents Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving, and Christmas.*

Boarding Policies:

**STAYS MUST BE BOOKED IN ADVANCED! SAME DAY
BOOKING IS AT THE DISCRETION OF SOAR.**

- Pets two to three (2-3) months old are REQUIRED to have, at least, their first round of shots before their boarding date. *Puppies: DAP/DHP- Distemper, Hepatitis or Adenovirus 2, and Parvo.*
- Pets four (4+) months or older are REQUIRED, by law, to have their rabies shot before their boarding date. *In addition to the first round of shots, we REQUIRE the Bordetella and Canine Influenza vaccine. Leptospirosis vaccine optional. Heartworm as well as Flea and Tick preventatives are highly recommended.*
- Shot records are REQUIRED to be submitted before your stay drop off date/time. Without the shot records your stay WILL be canceled. *Please notify if you prefer hard copy submission*
- ALL stays must be confirmed. If you do NOT confirm your stay, it will be canceled.
- Clients are NOT required to receive a refund after payment. All concerns must be addressed before rendering payment.
- Clients are given a 24 hour window, from time of pick up, to inform their attendant of ANY additional concerns of their pets. *Ex: Bites,cuts,hotspots, injuries, nicks, reactions, ulcers*
- Please state if your pet is intact (not fixed) when booking your stay or during the confirmation process.
- Please state if your pet is on any form of medication during the authorization process.
- Please state if your pet is socialized with other pets during the authorization process.

- Please state if your pet has any food allergies during the authorization process. *We highly recommend telling us the food brand and other allergies your pet may have to better aid prevention.*
- Please bring your pet's food. Extra is accepted, however we recommend prepackaged for the length of your stay. *Kirkland's Lamb recipe is offered to all that didn't bring food. ****ALL OTHER PETS MUST BRING THEIR FOOD*****
- Please keep carriers, collars, harnesses, and leashes in our care. We uphold all leash laws. *We clean, wash, and/or wipe out all personal items on pick up date (even if you're not doing a Groom and Board package) for NO additional charge.*
- Drop off for **boarding services** ends at 5pm. *Without communication from owners, your pet must be dropped off the next day.*
- Pets are NOT required **grooming services** if not receiving Groom and Board package. *If grooming concerns are present we will communicate recommendations and suggestions to the owner.*
- Pets are NOT required free period if behavioral habits present a safety concern. *This is a form of reinforcement*
- Pets are NOT required treats or toys if behavior presents a safety concern. *This is a form of reinforcement*
- Pets are NOT required items or actions of positive reinforcements if they continue inappropriate behavior. *This is a form of reinforcement*
- Socialized pets that continuously present safety concerns or have been in multiple altercations with other pets WILL be reconsidered as NOT socialized and will have to be boarded accordingly from that moment forward.
- Clients that have NOT picked up their pets after **boarding services** have ended, *6pm*, WILL receive an additional

service charge of \$25. *You then have the option to have your pet stay another night or pick them up*

Daycare Policies:

VISITS MUST BE BOOKED IN ADVANCED! SAME DAY BOOKING IS AT THE DISCRETION OF SOAR.

- Pets two to three (2-3) months old are REQUIRED to have, at least, their first round of shots before their daycare date. *Puppies: DAP/DHP- Distemper, Hepatitis or Adenovirus 2, and Parvo.*
- Pets four (4+) months or older are REQUIRED, by law, to have their rabies shot before their daycare date. *In addition to the first round of shots, we REQUIRE the Bordetella and Canine Influenza vaccine. Leptospirosis vaccine optional. Heartworm as well as Flea and Tick preventative is highly recommended.*
- Shot records are REQUIRED to be submitted before your visit drop off date/time. Without the shot records your visit WILL be canceled. *Please notify if you prefer hard copy submission*
- ALL visits must be confirmed. If you do NOT confirm your visit, it will be canceled.

- Clients are NOT required to receive a refund after payment. All concerns must be addressed before rendering payment.
- Clients are given a 24 hour window, from time of pick up, to inform their attendant of ANY additional concerns of their pets. *Ex: Bites, cuts, hotspots, injuries, nicks, reactions, ulcers*
- Daily **daycare services** are available. Please state if you would like to schedule recurring daycare visits during the authorization process.
- Please state if your pet is intact (not fixed) when booking your visit or during the confirmation process.
- Please state if your pet is on any form of medication during the authorization process.
- Please state if your pet is socialized with other pets during the authorization process.
- Please state if your pet has any food allergies during the authorization process. *We highly recommend telling us the food brand and other allergies your pet may have to better aid prevention.*
- Please bring your pet's food. Extra is accepted, however we recommend prepackaged for the time frame(s) you would like for us to feed your pet. *Kirkland's Lamb recipe is offered to all that didn't bring food. **ALL OTHER PETS MUST BRING THEIR FOOD***
- Please keep carriers, collars, harnesses, and leashes in our care. We uphold all leash laws!
- Drop off for **daycare services** end at 12pm (noon)
- Pets are NOT required **grooming services** if not receiving Daycare and Groom package. *If grooming concerns are present we will communicate recommendations and suggestions to the owner.*

- Pets are NOT required playtime if behavioral habits present a safety concern. *This is a form of reinforcement*
- Pets are NOT required treats or toys if behavior presents a safety concern. *This is a form of reinforcement*
- Pets are NOT required items or actions of positive reinforcements if they continue inappropriate behavior. *This is a form of reinforcement*
- Socialized pets that continuously present safety concerns or have been in multiple altercations with other pets WILL be reconsidered as NOT socialized and will have to be excluded from daycare activities from that moment forward.
- Clients that have NOT picked up their pets after **daycare services** have ended, *8pm*, WILL receive an additional service charge of \$25. *You then have the option to have your pet stay overnight or pick them up*

Grooming Policies:

APPOINTMENTS ONLY! NO WALK-IN SERVICES
PROVIDED AT THIS TIME.

- Pets two to three (2-3) months old are REQUIRED to have, at least, their first round of shots before their appointment date. *Puppies: DAP/DHP- Distemper, Hepatitis or Adenovirus 2, and Parvo. Kittens: FVRCP- Feline viral rhinotracheitis, calicivirus, and panleukopenia FeLV- feline leukemia virus*
- Pets four (4+) months or older are REQUIRED, by law, to have their rabies shot before their appointment date.
- Shot records are REQUIRED to be submitted one (1) hour before the appointment date/time. Without the shot records your appointment WILL be canceled. *Please notify groomer of hard copy submission*
- ALL appointments must be confirmed. If you do NOT confirm your appointment, it will be canceled.
- Clients are NOT required to receive a refund after payment. All concerns must be addressed before rendering payment.
- Clients are given a 24 hour window, from time of pick up, to inform their groomer of ANY additional concerns of their pets. *Ex: Burns, cuts, injuries, nicks, reactions, ulcers*
- Please state if your pet is intact (not fixed) when booking your appointment or during the confirmation process.
- Please state if your pet has medicated products when booking your appointment or during the confirmation process. *Conditioner, Ear wash, Shampoo, Wipes, etc.*
- Please state if you would PREFER us to use personal products when booking your appointment or during the confirmation process. *Bandanas, Bows, Cologne, Conditioner, Jackets, Perfume, Shampoo, T-shirts, etc.*

- By phone, please state ALL services you would like provided including add-ons during booking. *Refer to service page*
- We uphold the leash and litter law. All pets must be on a leash or in a carrier upon arrival. *Hand carrying your pet is NOT recommended. However, if you are, please state before dropping off.* Disposable bags are provided.
- Pets that are dropped off early are NOT required to be started on earlier than their appointment time.
- Clients are given a ONE (1) hour grace period for drop off.
- Pets that are dropped off later than appointment time, (grace period included) WILL be finished with services later than usual grooming window. *Please reference FAQs or contact us for more information on grooming windows.*
- Pets are NOT required to receive walks or water with **grooming services.**
- Pets are NOT required to interact with other pets with **grooming services.**
- Pets are NOT required toys or personal items with **grooming services.**
- Pets can be held in the same cage as housemates if possible, unless safety concerns are present, with **grooming services.**
- Pets that present safety concerns are NOT required completion of **grooming services.**
- If your pet is NOT picked up after two (2) hours *without communication*, we WILL begin **daycare services.** Which will result in a \$15 additional charge to your total. *You are given the*

option to upgrade to Daycare and Groom services. If you declined, you are more than welcome to fill out a form (on our website) to add this service if you may need it before or on the day of your appointment.

- If your pet is NOT picked up before **grooming services** have ended, *5pm*, we WILL begin **daycare services**. If your pet is NOT picked up before **daycare services** have ended, *8pm*, we WILL begin **boarding services**. *Without communication from the owner, all services received will result in the service fee being added to your total.*

Square One Animal Retreat's Operational Procedures:

When you come to SOAR we ensure personable and respectable service as well as a safe environment for all. Unfortunately, emergencies and injuries happen. We have multiple procedures in place in case any accidents happen while your fur babies are in our care. The procedures goes as follows:

- One team member handles one pet at a time, unless they are from the same household or specified by owners. If an altercation occurs during this time, we will use corrective measures. *Measures are determined by the severity of the altercation.*

- With **boarding and daycare services** pets that are socialized are able to interact with other pets that are in their classification (group) *age and weight. Intact pets do NOT get to interact with other pets, they receive one-on-one interaction, even if they are socialized to prevent behavioral habits.* If an altercation occurs during times of interaction, we will use corrective measures. *Measures are determined by the severity of the altercation.*
- With **grooming services** one team member works with one pet at a time. However, some behavioral habits can present safety concerns *biting, chewing, escaping, gnawing, and others.* If behavioral habits do present safety concerns, depending on the severity, we may stop and continue later *this may have an effect on timing,* or send the pet with the behavioral habits home and reschedule.
- For all **boarding and grooming services**, pets are in holding crates until their services begin. We take socialized pets out of their individual crates one by one, *if they are receiving grooming services they will go to the bathing area or onto the grooming table.* After that they will all go to common areas at the same time. If an altercation occurs during this time we will use corrective measures. *Measures are determined by the severity of the altercation.*
- For **boarding and daycare services** all pets eat at their scheduled meal times, *Breakfast, Lunch, and/or Dinner.* They will all eat in their individual crates unless they are boarding with their housemate. We do however, feed housemates at the same time in different areas (unless specified by the owner) to prevent food related altercations. If an altercation occurs

during this time we will use corrective measures. *Measures are determined by the severity of the altercation.*

- Team members will handle one pet at a time when walking from the bathing area to the grooming table for **grooming services**. Pets will be on slip leads (unless they have to be in a carrier or carried by hand). If an altercation occurs during this time we will use corrective measures. *Measures are determined by the severity of the altercation.*
- We use all natural plant based cleaning products by simple green and method. This is used to clean the grooming areas and the crates/carriers. If your pet has an accident in their holding area for **ALL services** they will be removed from their crates in order for us to clean. If any safety concerns arise during this cleaning process, we will take action in accordance with the incident at hand.
- If there is a minor injury that occurs while your pet is receiving any services by **SOAR**, we will give aid with the resources we have. *We will inform the owner of what happened and the resources that were used to follow up. As well as suggest a follow up with your pet's veterinarian if injuries have not cleared.*
- If there is a major injury that occurs while your pet is receiving any services by **SOAR**, we will take your pet to a highly recommended emergency room. *We will inform the owner of what happened and follow up with a nearby veterinary office if your pet remains in our care. ****WE WILL REIMBURSE OWNERS FOR ALL VETERINARY COSTS FROM THESE INJURIES*****
- If an emergency or a natural disaster happens (*break-ins, car crashes, earthquakes, fires, floods, hurricanes, mass shootings, snowstorms, etc.*) We will take all the necessary precautions (for natural disasters)

to ensure safety for every pet and team members. We will also follow our location's safety procedures (for emergencies) to ensure every pet and team member makes it out.

- We prefer our clients to pay after services have been provided to assure our services were to our client's satisfaction. If we have made a mistake in your total (a mistake either party did NOT notice prior to payment) we will ask if you would like to donate the additional payment or receive a refund. *We are more than happy to return your money back to you. If you are willing to donate we appreciate your generosity.*

Thank you for reading our policies and procedures. We thank you for considering us to service your babies and helping our vision come true.

CONTINUE TO SOAR, but first ... start at Square One.

January, 2023