

**Standard Operating Procedures
for D’Lux Dog Care (D’Lux) and
Double Dog Dare Bakery (DDDB)
Effective November 2021 –
Owner’s Copy**

Table of Contents

Introduction and General Information.....	2-4
Intake Procedures.....	5
Boarding Policies and Instructions.....	6
Fee Collection and Abandoned Animals.....	7
Reservation and Cancellation Policy.....	8

Introduction and General Information

General Information. This document outlines the Standard Operating Procedures (SOP) and Staffing Manual for D’Lux Dog Care (“D’Lux”) and Double Dog Dare Bakery (“DDDB”) located at 2030 Montana Avenue, El Paso, TX 79903. This is a general guide for how D’Lux and DDDB will operate and should be kept as reference for all employees and dog owners alike. A hard copy of this manual is to be kept at the front office desk at all times. An electronic version of this manual will be stored by ownership to periodically update and revise as necessary as well as distribute to customers and animal owners. Please ensure you are referencing the most recent and applicable version of this manual. Among other functions, this manual outlines the process for intake of our customers and their animals, the introduction of new animals into the facility, policies and procedures for picking up and returning animals to the care of their owners, and the responsibilities of the staffing within our organization. This manual is kept in the regular course of business and is subject to amendment and revision at any time by D’Lux ownership. Any questions or inquiries should be emailed to dluxsdogcareep@gmail.com or sent via direct message on social media.

Business Hours. D’Lux Dog Care is open Monday thru Friday 7:30am-6:30pm for daycare operations. Weekends are available for boarding pickup and/or drop off. D’Lux also provides boarding services 24 hrs/day, 7 days a week. All boarding includes free daycare.

Pricing. Check prices for all services at dluxdogcareep.com. We offer discounts for first responders, military, educators, etc. as well as provide flexible plans that best suit the needs of our customers and their animals.

Holiday Hours. D’Lux is open most major holidays for boarding. We do not provide daycare services or pickup/drop off options on New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Eve and Christmas Day. We do still provide boarding 24/7, 365, year-round.

Evacuation Protocol. In case of emergency, D’Lux is equipped with state of the art security and fire alarm systems to respond to any situation. Should an evacuation be necessary, all owners will be notified to pick up their pets as soon as reasonably possible and practicable. In case of fire, employees and staff will evacuate all animals to the east side parking lot (closest to the train tracks) until emergency services arrive. In the event of severe weather, staff and employees will shelter in place in the main play room until the situation is deemed safe.

Emergency Services. D’Lux does not provide on-site veterinarian services. However, we are strategically partnered with a local veterinarian in the event of an emergency situation. D’Lux has employees with years of experience that are equipped to handle 99% of the situations that may

arise with your animal during the normal course of business. In case of an emergency, owners will be notified immediately to discuss where to take their animal for treatment. If owners are not able to be contacted in a timely manner and it is deemed immediate treatment is necessary, than the animal will be brought to the veterinarian listed on their intake documents by default. If that veterinarian is unable to assist, than the animal will be taken to the closest facility/personnel. It is extremely important that all intake documents are filled out properly and updated accordingly by owners. Any food or medication allergies must be identified by owners and listed on all intake documents to ensure proper care of all animals in the event of an emergency. Employees are entrusted to use their best judgement at all times in case of emergency and will act in the best interests of the animal during emergent situations.

Exigent Circumstances. While we pledge to provide a safe, healthy environment for our employees, volunteers and pets, we do acknowledge that bites and injuries can occur. D’Lux will provide basic first aid as needed. A first aid kits is available for staff to utilize in these types of cases and should be kept in the main indoor playroom at all times. All owners consent to their animals being treated by D’Lux and DDDDB staff if circumstances warrant such care. D’Lux will make all reasonable efforts to contact the animal’s owners as soon as possible/practicable to advise on the facts and circumstances, however, sole discretion for the immediate care of the animal is solely reserved to D’Lux. If further care is required, we will follow the policy for emergency services listed above in this manual.

Risks and Indemnification. Animals can be unpredictable in any environment, especially a ner/foreign or group play environment. D’Lux is not responsible for any injury or any suit arising from the actions or conduct of any employee, contractor, owner, or as a result of any animal’s behavior while in the care and custody of D’Lux. All owners acknowledge that D’Lux is not liable for any such claims and is entitled to attorney’s fees for defending any such claim. Receipt of this document acknowledges that owners are on notice of this indemnification clause and agrees to hold D’Lux and DDDDB totally and completely harmless. Any claim arising will proceed directly to arbitration where a third party arbiter will be chosen at D’Lux’s and DDDDB’s sole discretion and the party bringing the allegation is responsible for any and all reasonable attorney’s fees. If your animal necessitates separate care from other animals than those arrangements must be made known to D’Lux and accommodating efforts will be attempted by arranging for your animal to stay in one of our luxury suites (additional fees may be assessed).

While we strive to achieve a safe environment for all dogs, we cannot prevent accidents, injuries, illnesses or changes in behavior. When you bring your dog to D’Lux, you accept these risks and you release D’Lux and its staff from all liability arising from the occurrence of such events. While we do our best to supervise all activity, we cannot prevent every injury or accident. While accidents and injuries can occur at any time, there is a greater risk of an accident or injury if a dog participates in group play. Our group play is well staffed and our playroom supervisors are experienced, but

they are working with live animals that can be unpredictable. Dogs can sometimes receive puncture wounds or cuts, scratches, broken nails, sore paw pads, sprains or other injuries as a result of group play. Please be comfortable with this prior to choosing group play and daycare for your dog. It is important to check over your dog after they have participated in group play, boarding or grooming. While our staff checks over all dogs at least daily, punctures and cuts can sometimes be missed and can sometimes happen without our staff's awareness. Even a small cut or puncture can become infected or cause more serious issues if not cleaned and properly cared for. It is your responsibility to closely check your dog for any injuries and to ensure that they receive the necessary care. D'Lux is not responsible for any costs relating to any accident, injury, illness etc. Lastly, if your dog is being aggressive towards other dogs, D'Lux reserves the right to muzzle your animal for the duration of your animal's stay with us at which point options will be discussed with the dog's owner and the D'Lux staff. All muzzles are humane and mesh, still allowing your animal to breathe properly, drink water, etc.

Webcams. Live webcams can be viewed at any time via client access on Wyze. Please provide an accessible email address with your intake documents to receive an invitation to join the Wyze network and view our camera system. ****Check Spam/Junk folder for automated email invitation****

Intake Procedures

General Information. All dogs accepted into daycare or boarding must pass an assessment and "meet and greet" with other dogs to ensure they are a proper fit for the daycare setting. Additionally, all animals must be up to date on all shots and vaccinations as well as be neutered or spayed in order to be accepted into daycare. All vaccination and necessary documents must be brought during the "meet and greet." **NO ANIMAL WILL BE ACCEPTED INTO THE FACILITY WITHOUT UP-TO-DATE AND REQUIRED VACCINATIONS.**

Owners are required to notify D'Lux of any known allergies or specific dietary conditions for their pet at the initial meet and greet. Additionally, owners should discuss any physical limitations or age-related ailments of their animal during the meet and greet. All dogs attending D'Lux are required to be free of fleas and ticks and be on a monthly flea treatment. If a dog is found to have fleas and/or ticks, we will attempt to contact you regarding options, and the dog will be placed in isolation until picked up for the day. Furthermore, dogs must have been owned by their owners for at least ninety days and may not have had any communicable disease within the past thirty days prior to attending unless cleared by a veterinarian. D'Lux staff and employees reserves the right to deny admission to any dog for any reason, to include, but not limited to, expired vaccinations, aggressive behavior, or improper fit for the animal.

Entrance and Exit Procedures for Employees/Staff and Owners

- **All animals must remain on leash and fully attended to by owners at all times in reception area!**
- **Daycare Drop-Off:** Dogs will be taken one by one into the play area by a D'Lux or DDDDB staff member for daycare.
- **No owners are allowed past the reception area without prior approval or escort by a D'Lux or DDDDB staff member!**
- **Daycare Pick-Up:** Once you have arrived for pickup text or call 915-504-5238 with the name of the dog(s) you are picking up and wait in the lobby for a staff member to bring your animal to you on leash.
- **NO ONE MAY PROCEED INTO THE FACILITY TO PICK UP YOUR DOG WITHOUT PRIOR APPROVAL OR ESCORT WITH A STAFF MEMBER!**
- **Check-in/Check-Out:** Proper ID is required to check-in and check-out your animal. Animals will only be released to the owner or to persons identified prior to pick up by the owner. Only identification with a photograph will be accepted such as a driver's license, student ID, military/government ID, state identification card etc. D'Lux and DDDDB reserve the right to possess the animal until proper identification has been made.

Necessary Items to Bring for Boarding

Medical Records and Relevant Medical or Insurance Documents. All immunizations are required to be collected prior to boarding but owners should bring another hard copy anytime they are preparing for a boarding visit. Furthermore, any insurance policies, plans, coverage must be brought and discussed with a D’Lux staff member prior to boarding.

Medication. You must bring your animal’s veterinary-prescribed medication prior to any boarding visit and discuss the treatment plan with a D’Lux staff member. Medication is only administered with proper documentation, per the instructions documented. D’Lux does not supply medication or keep a supply of medication outside of basic first aid supply. Medication must be brought in the original packaging with the prescribed instructions included. D’Lux reserves the right to refuse treatment and boarding services for any animal for any reason, to include rigorous medical or dietary regimen that cannot be sustained by reasonable boarding services.

Signed Waiver/Release of Liability. All owners are required to sign a waiver/release of liability prior to boarding their animal. Contact a D’Lux staff member prior to your visit to receive an electronic .pdf file via email.

Food. All owners are encouraged to bring enough of their animal’s own food to feed their animal throughout their stay. Continuing their own food helps avoid digestion issues that can result from switching food. Please be sure all food is brought in a sealable container or plastic container with lid. We recommend bringing extra food just in case your travel plans change. You may also want to consider increasing the amount of food that your dog typically eats due to the increased activity level. If you do not bring your dog’s own food, we provide a dry “house” food that your dog can eat. If your dog runs out of food, we will feed them our house food unless other arrangements are made. Food is not administered for daycare attendees unless arrangements are previously made. Feeding times for all animals in boarding will be from 7:30am-8:00am, and from 6:30-7:00pm

Recommended Items to Bring for Boarding

Bedding. We provide bedding for the dogs that are boarding with us so it is not necessary to bring; however, you may bring bedding for your animal if you are confident that it will not pose a choking hazard for your pet. Remember, your animals may act differently when away from home and may chew their bedding while away from home.

Toys. Feel free to bring one or two toys if you think it will make your dog or cat more comfortable. Toys will remain in their suite during daycare play. D’Lux is not responsible for toys that are damaged or misplaced. Additionally, please ensure any toy or bedding is safe for your animal to be alone with. While your animal may not chew these items up at home, in a new environment they are more likely to do so. D’Lux is not responsible for any choking or hazard for any item that their owners bring for their animal.

Please Do Not Bring the Following:

Bowls. We have plenty, so it is not necessary to bring a bowl for your dog.

Breakable and/or Valuable Items. Please do not bring glass or breakable or valuable items for your dog while you are away.

Hazardous Items. Please do not bring anything that your dog likes to chew, ingest, etc. or that could pose such a hazard to your animal while you are away. Also, please do not bring any item that is messy or that could become messy if any animal were to chew it up. While your animal may not chew these items at home under your supervision, they are much more likely to do so in a different environment such as ours. D’Lux has taken all reasonable steps to ensure all provided items by our facility are safe for our animals and shall be held harmless and indemnified from any claim arising from any animal’s potential harm from such items.

D’Lux does our best to keep close track of everyone’s belongings, but mix ups and other accidents can occur. If you do decide to bring belongings for your dog, make sure that it is not something valuable and be aware that you are bringing them at your own risk. Lost or damaged items will not be replaced.

Fee Collection

- **Daycare** fees may be paid in advance (via punch card, membership, etc) or rendered at the time of pickup.
- **Boarding** services are encouraged to pay in full prior to boarding, but, at a minimum, all boarding transactions will require a deposit to secure their reservation. The deposit is 25% of the total amount of the reservation. There are no deposit refunds within 72 hours of the scheduled reservation. See reservation and cancellation policy below.
- **Late fees** will be assessed for daycare on a \$1 per minute basis. D’Lux reserves the right to board any daycare animal for the night if owners are 30 minutes late (or later) for pickup at which point the standard nightly boarding rate will be assessed in addition to the cost for all other services in lieu of the standard \$1 per minute late fee. Boarding late fees will be assessed on an individual basis contingent amount past due on the bill and the lapsed length of time. Owners are encouraged to communicate early and often with D’Lux staff in these circumstances.
- **Collections.** D’Lux reserves the right to send any outstanding balances in excess of 30 days to collection agencies and/or file a claim in the applicable small claims court in El Paso County. Nothing in this provision limits the abilities or means/methods by which D’Lux may attempt to collect on bills for services rendered.

Abandoned Animals

Animals considered abandoned (left without proper arrangements and payment for such arrangements) will be placed with local rescue groups to find a suitable and loving home. You understand and agree that if you abandon your animal, you may be unable to retrieve possession of your animal and will have no recourse against D’Lux or any service/rescue organization that was utilized to provide your animal with the proper and necessary living considerations.

Reservation and Cancellation Policy

To maintain the safety of the pets in our care, reservations for all services are encouraged. Walk-ins are accepted for any service if an opening is available and all necessary pre-requisites (vaccinations, etc.) have been met. Online booking will soon be available via a third party service (continue to check our website – dluxdogcareep.com for all updates). Once booked through the third party provider, please still text 915-504-5238 with your name, the name of your animal(s), and the dates of your reservation. You will receive a text message back with “Confirmed” within 24 hours to formally confirm your reservation. Owners are encouraged to screenshot those messages to prove confirmation in the event an issue arises in the future or you need to amend an existing reservation.

Daycare. We do not require a reservation for daycare, however, we do have the right to turn away any dog that we cannot accommodate or that does not meet the necessary requirements for our facility (vaccinations, spayed/neutered, meet-and-greet, etc.).

Boarding. A reservation is required with a 25% deposit; the deposit will be applied to services rendered; 72-hour written notice and acknowledgement is required for the cancelation of boarding services. If notice is not received, the deposit is forfeited. Boarding reservations during summer and holiday periods require a two-night minimum stay. The two-night minimum stay requires that clients make a reservation for at least a two-night consecutive stay or will pay for a two-night consecutive stay even if the reservation (and services rendered) is only for one night.