

5/4/2020

DDH Customers,

We are excited to announce our plan to resume operations for all services including daycare and grooming beginning Monday, 5/18! Should you need boarding services the weekend leading up to the 18th, we will be available for sleepovers starting Saturday, May 16th and beyond. Normal operating hours will apply for all services.

Drop Off/Pick Up

In the interests of the health and safety of our employees and clients, we will continue to practice social distancing and wear facial masks when interacting in close proximity to others. To help keep our employees safe, we encourage our clients to wear masks at pick up and drop off as well. Additionally, we will continue the more recent practice of having clients drop off and pick up their pups at our front door area rather than come into the building until further notice. To make the handoff of the pups safer, we will be using an exterior gated enclosure immediately outside our front door for drop off/pick up. Rather than bringing personal collars/harnesses/leashes into the building, we will lead your pup(s) in/out using our own slip leads. For efficiency, we recommend that our clients consider using slip leads as well for transferring their pup(s) to and from their vehicles and our entrance.

Payments

We kindly ask that payment for products and/or services be made PRIOR to picking up your pup(s). This can be most easily done by saving a credit card to your account in advance (if you haven't done so already). You can also add a store credit to your account or pay individual invoices online prior to collecting your pup. Please note that for security purposes, credit cards that are saved in our POS system are encrypted and the last 4 digits of the card are only viewable. You have the ability to add or delete a credit card anytime via the [customer portal](#). Please let us know if you need instructions on how to access your account.

Reservations

To better manage staffing needs going forward, we are requiring that ALL daycare customers make advanced reservations. This pertains to both large and small daycare dogs. Reservations may be made online, or by text or email. We will attach the Reservation Policy and Instructions at the end of this notice for

your review.

Daycare Package Expiration Dates

We are in the process of adjusting expiration dates on active daycare packages purchased prior to our temporary business closure. We were closed for daycare for 6 weeks beginning April 6th, therefore expiration dates will be extended by 6 weeks. We will be handling this manually and will have all the dates adjusted before our reopening on May 18th.

Should you have any questions on any of the above or need additional information, please feel free to reach us via phone, text or email. We have missed you and your pups so much and look forward to seeing everyone again!

Daycare Reservation Policy

In order to provide the best daycare experience possible to our canine clients, pet parents and staff, beginning 5/18/2020, we will require daycare reservations for all dogs. This will help us to better manage daycare attendance, plan for staffing, and keep safety a priority for the dogs who are in our care. Daycare reservations will pertain to both weekday and weekend daycare.

In order to guarantee a spot in daycare for your pup(s) on a particular day or recurring set of days, reservation requests must be made in one of the following ways: 1) online customer portal (preferred method), 2) text using the regular daycare phone number, or 3) email. For verification purposes, the daycare reservation request and acceptance (or declination) must be in writing using one of the above methods (versus verbal communication).

Daycare reservations may be made up to 6 months in advance. You can reserve individual days as needed, or book a series of days on a recurring basis (i.e. Tues and Thurs each week). Last minute daycare requests will be allowed when spots are available. Feel free to contact us as late as the morning of the day you would like to bring your pup(s) to check availability.

Many of our customers are already using our online customer portal for reservations (Thank You!). If you have not used the online system for scheduling purposes yet, here is how you can:

Go to ddh.gingrapp.com/customer and select “Are you a current customer?”

Enter your email address or cell number and password. If you cannot remember your password, click on ‘Forgot Password’ to reset. If this is your first time

logging on, you will be prompted to set up a password. Next click 'Request Services' and schedule away!

Please note that if a dog does not have a confirmed daycare reservation (online, text, or email), there is a chance they may be turned away upon arrival, depending on available capacity for that day. This would not be good for anyone, so please remember to make reservations in advance!

On the contrary, if you make a daycare reservation for your large dog(s) and you do not bring them in during the regular AM drop off window on the scheduled drop off date, you will be charged for that day either by the deduction of a pre-paid package day or separate invoice. In order to avoid being charged when you cannot make it, the reservation must be cancelled online, text, or email BEFORE we open for business that day so that we have a chance to fill the available spot.

If a dog has a standing daycare reservation and they miss 3 reservations within a calendar year without advance notice, or if they miss 5 or more scheduled reservations with advance notice, the pet owner will have two options:

- (1) release their standing reservation to another customer or
- (2) keep their recurring reservation and agree to pay for each confirmed day of daycare regardless of whether or not their pet attends.

Last minute requests are ok. We understand schedules change and you may need to bring your pup(s) on a day that you had not planned for in advance. Just email, text or send the request online as soon as you know (even the morning of) and we should be able to respond quickly.

All dogs with a boarding reservation will be guaranteed a spot in daycare for their whole stay. Once a boarding stay has been booked, you do not need to request daycare for the stay, it will be included automatically.

If you would like your pup(s) to do daycare as well as a grooming service on the same day, you will need to make a daycare reservation and add-on the grooming service request. This includes baths, full grooms and a la carte services like nails.

We want to make this process as easy as possible for everyone and we will work with you as we all get used to the new reservation policy. We are here to help if you have any questions. Thank you for your cooperation with this practice!