



What to expect

Our "day camp guests" have a variety of activities available to them each visit such as: playing with other dogs and toys, engaging with staff, playing tag, access to indoor and outdoor areas and doggy pools (weather permitting). You may also sign up your dog for any add-on service such as a bath or groom, swim, cardio jog, agility run, or a training session with one of our professional dog trainers.

We provide our guests with highly durable and stimulating toys at all times. It is necessary that all of our guests be tolerant and willing to share with others. If your dog becomes possessive of toys or exhibits aggression towards others when guarding a toy or other resource, we will recommend training or other options rather than day camp, which may be more appropriate at that time.

When playing together, dogs will use their bodies, paws, and mouths. Staff is present at all times to supervise and prevent dogs from playing too roughly but at times, even good-natured play can result in a mark on a dog or minor injury. Minor scratches, abrasions or nicks are not uncommon but we aim to avoid them. Staff is trained in allowing dogs to interact with each other and yet not show affection to any particular dog so as not to create jealousy or upset the pack. It may appear that the staff is not engaging in play with the dogs, but that is required to keep the pack energy levels safe.

It is also not unusual for dogs to behave differently in camp than they do at home, or even when they're with you at the dog park. You can view your dog's activities, playmates, and behavior live during their visit using the webcams at <http://www.otpets.com/webcams>. To inquire about your pet, you may contact us by phone at (888) 475-3580 or email (info@OTPets.com). At the end of each visit, you will receive a verbal report from our staff regarding your dog's experience that day.



Required Vaccines

All guests attending Day Camp must be up-to-date on Bordetella and Distemper vaccinations. Per state law, puppies must have their first round of vaccines, and pups over the age of four months are also required to be up-to-date for Rabies.



Spay & Neuter

For the safety of our guests, all dogs must be spayed/neutered by the age of seven months to attend Day Camp. Our staff retains the right to remove or expel any pet at its discretion for any behavioral issues.

A few examples of problematic behaviors include:

- Excessive mounting
- Negative behavior towards other dogs or staff
- Negative reactions from or towards the pack:



Evaluations

To ensure all our four-legged friends can have a safe and fun time in the Day Camp setting, we conduct an evaluation for all new guests. During this evaluation, a Day Camp Supervisor will slowly introduce the new pet into our pack, where we will assess the dog's behaviors and interactions with other guests. This initial evaluation may take between 10-30 minutes to complete.

However, it may take some time for new guests to become comfortable in a new setting with new people and new pets, and therefore it may take up to three visits for us to have an accurate understanding of the new pet's behavior and personality. Should certain behaviors be observed during the evaluation process, it may be determined that the Day Camp environment may not be appropriate for the pet.



Day Camp Room Structure

We welcome guests of all breeds, sizes, and ages to our Day Camp play rooms. At the start of each day, all guests will be in the same playroom. As more campers arrive, our pack will be divided into 2 or 3 separate rooms based on similar personalities, energy levels and play styles. Depending on that day's mix of guests, we may also then divide our pack by guest size. As guests depart towards the end of the day, we will slowly combine the pack back into a single room.

These combining and splitting methods help us ensure a safe, fun and comfortable environment for our guests while also allowing us to continually clean and disinfect our playrooms in a timely manner.

Communicable Diseases

The Day Camp environment, being an enclosed space with a large number of pets in close proximity, carries the unfortunate risk of communicable illness to be spread amongst our guests, including kennel cough and intestinal parasites. While we commit to a high standard of cleanliness and require core vaccinations for our guests, communicable illnesses can still occur. If we see a guest were to exhibit signs of a contagious disease, we ask for confirmation from a veterinarian that the guest has been treated and/or cleared to return to the Day Camp setting.

Minor Injuries

Just like any playground, accidents can happen. While we strive for a high standard of supervision, nicks and scratches are not uncommon due to the physical nature of the environment. If we notice any injuries or abnormalities with a guest, we'll immediately remove them from the play room, if necessary, administer first-aid. The pup will take a short break while we get in contact with their family, to inform them of the situation and discuss how to proceed.

Food / Lunches / Meds

If an owner plans to pick up their pet(s) after dinner time or are in a rush early in the morning, we are more than happy to feed their pup for them. Owners are welcome to provide us with a pre-portioned amount of their own food for us to feed, or we also have house dry and wet food available as well. Some pets may be picky eaters while with us; therefore we have a variety of additives to help such as chicken, pumpkin, peanut butter, green beans, and cheese. We will ask the owner's permission before using any additives in case there are any allergies or other dietary concerns.

If a pet requires medication that is to be administered during the time they will be in Day Camp, we're happy to administer them for our standard medication fee of \$3 per administration.

Boarder Day Camp

Day camp can be added as an activity when a guest comes to board with us. Unlike most of our other activities, day camp is an extended service (multiple hours of activity). Pups who signed up will be in daycamp for up to 6 hours, depending on their suite type and location. Since this is an extended activity, this service is in lieu of other services that would take place during that time frame.

Discipline

To ensure each and every one of our guests in the Day Camp play rooms have a fun and safe experience, there are certain behaviors that are unacceptable and require our intervention and correction. These behaviors include:

- Mounting
- Resource guarding of toys, water bowls, play equipment, other guests, or staff
- Aggressive behavior, such as lunging at, biting, or attacking other dogs or staff
- Instigating altercations with other guests
- Severe body shyness that leads to an inability for us to safely handle or correct a guest
- Any dominant or pushy behavior that hinders another guest's comfort

Inappropriate behaviors are corrected situationally. Some may simply need the guest's attention to be redirected to another outlet; others may require brief time-outs or breaks from the play room. In severe cases, we may give a strike (demerit) to a pet for poor behavior, with a third subsequent strike resulting in the guest's dismissal from Day Camp. In extreme circumstances, a guest may be dismissed without prior strikes or a history of poor behavior. We will communicate all behavioral issues with the pet's owners as needed.

Each of our locations has wonderfully talented and professional dog trainers on site. Should a guest develop behavioral issues in the Day Camp setting, we may refer their owners to our training staff for their services as well.