



PLAYCARE PROGRAM POLICIES & CLIENT AGREEMENT

Business Name: Meraki Canine LLC

Program: Meraki Canine Playcare Program

Playcare Location: 105 Smith Street, Cochran, PA 16314

Meraki Canine LLC reserves the right to modify your dog's Playcare participation (group type, activity level, play group, or schedule), as well as to offer or decline services, if necessary to ensure the safety, health, and well-being of your dog, other dogs, our staff, and the facility. Additional charges may apply when applicable.

By enrolling in Meraki Canine's Playcare Program, you acknowledge and agree to the following terms:

1. PROGRAM OVERVIEW, TRIAL DAY & ONGOING ASSESSMENT

1.1 Program Overview

Meraki Canine Playcare is a **structured, enrichment-based dog daycare program** with scheduled rotations that may include:

- Supervised group play
- Individual enrichment and one-on-one time
- Potty breaks and leash walks (as appropriate)
- Quiet/rest periods in kennels or designated areas

- Themed activities and sensory enrichment

While staff supervise dogs closely, Playcare involves interaction with other dogs and carries inherent risks (see Section 16).

1.2 Required Trial Day

A **Trial Day** is required for all dogs prior to attending Playcare regularly.

- Trial Days are an **all-day process**.
- Owners drop off in the morning at the designated Playcare drop-off time.
- The dog remains with us for a full-day evaluation, during which we assess:
 - Comfort in the facility
 - Response to staff handling and direction
 - Comfort around other dogs and group play
 - Ability to handle crate/rest time, structure, and transitions

At the end of the Trial Day:

- If your dog appears to be a good fit, you may begin booking Playcare at your leisure (subject to availability and current policies).
 - If we feel your dog would benefit from further evaluation, a follow-up/reevaluation day may be scheduled.
 - If your dog is **not** a good fit for our Playcare Program, we will provide an explanation of our observations and, when possible, suggest alternative options (e.g., training, individual enrichment, or different services if available).
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1.3 “Aging Out” of Playcare

Some dogs may “age out” of Playcare as they grow older, develop medical issues, or simply find active group environments more stressful than enjoyable. This is common and not a reflection of your care as an owner.

If we feel your dog is no longer enjoying or benefiting from Playcare, we will:

- Discuss observations with you
 - Recommend alternative schedules, smaller groups, or different services (e.g., enrichment-only visits, training, or boarding without Playcare) when available
 - Reserve the right to discontinue Playcare if it is no longer in your dog’s best interest
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1.4 Bi-Annual Assessments, Incident-Based Re-Evaluations & Owner Conferences

To ensure Playcare remains appropriate, safe, and enjoyable:

- We may conduct **random bi-annual assessments** (typically every 6 months, or as needed) to:
 - Monitor your dog’s behavior and stress level
 - Confirm appropriate group placement and activity level
 - Identify any changes that may affect Playcare suitability
- We may conduct **additional assessments** after any incident, injury, notable behavior change, or health concern.
- Based on these assessments, we may:
 - Move your dog to a different group or rotation
 - Reduce group play and increase individual enrichment
 - Place your dog on a temporary “break” from Playcare
 - Permanently remove your dog from group Playcare if safety or welfare is impacted

Owner Conferences:

Owners will have the option to schedule “conferences” to:

- Review assessment findings
- Discuss behavior, play style, and wellbeing
- Collaborate on any changes needed in schedule, group, or activities

We encourage open communication so that we, you, and your dog remain on the same page regarding your dog’s wellbeing and happiness at Playcare.

2. VACCINATION & HEALTH REQUIREMENTS

All dogs attending Playcare must have current vaccinations and active flea/tick and parasite prevention (heartworm prevention recommended, but not required). **Written proof of vaccination from your veterinarian** must be submitted and kept on file in your dog’s registration account.

2.1 Required Vaccinations

- Rabies
- DHPP (Distemper/Parvo combination)
- Bordetella

2.2 Recommended (Not Required)

- Leptospirosis
- Lyme
- Canine Influenza (strongly encouraged if recommended by your veterinarian)

2.3 Bordetella Requirements

- Must be updated **annually**.
- A **booster every 6 months** is recommended for added protection.
- If lapsed or first-time:
 - Must be administered a **minimum of 3 weeks before** the Playcare reservation.
- Boosters must be given at least **72 hours prior** to Playcare (**5 days preferred**).

Note: Bordetella and Canine Influenza vaccines do **not** guarantee complete immunity but can reduce severity and shedding. Preventing exposure is still critical.

2.4 Vaccine Exemptions

- Dogs **MUST** remain up to date on all required vaccinations, unless an **exemption letter** is provided from the dog's veterinarian stating why a specific vaccine cannot be administered.
- Acceptance of any exemption is at the sole discretion of Meraki Canine LLC.
- We reserve the right to decline Playcare participation if an exemption is deemed to increase risk to other dogs or staff.

3. FLEA, TICK & PARASITE PREVENTION

All dogs must arrive **current on flea and parasite prevention**. We highly recommend regular deworming per your veterinarian's recommendations.

Dogs **MUST** be parasite-free to attend Playcare.

3.1 Fleas & Ticks

Dogs found with fleas or ticks will be:

- Removed from group play immediately, and

- Treated at the owner's expense (this may include topical treatments, oral medications, baths, and a handling fee).

Dogs with fleas will be dismissed from Playcare and will **not** be permitted to return until:

- Medically treated, and
- Cleared via a veterinarian or Meraki Canine staff.

3.2 Worms and Other Parasites

If a dog arrives with visible worms or signs of intestinal parasites, they will not be admitted or will be separated and must be picked up immediately.

The dog may only return to Playcare once:

- Properly treated, and
- Cleared by a veterinarian.

3.3 Sanitation, Clean-Up & Additional Care

If your dog soils themselves, has diarrhea, or requires extra bathing/clean-up due to parasites or illness:

- Meraki Canine may provide **baths, spot clean-ups, or sanitary trims** as deemed necessary for comfort and hygiene.
- Additional grooming/clean-up fees may be added to your invoice.

By enrolling, you authorize Meraki Canine to perform reasonable parasite treatment and hygiene care to protect your dog and the Playcare environment, and you agree to be financially responsible for these charges.

4. HEALTH POLICY & ILLNESS EXPOSURE

To protect the entire Playcare community, dogs showing **any symptoms of illness** may not attend.

Symptoms include, but are not limited to:

- Coughing
- Sneezing
- Runny nose or eyes
- Vomiting
- Diarrhea
- Lethargy
- Loss of appetite
- Abnormal behavior
- Any condition suggesting contagious illness

4.1 Dogs Becoming Ill at Playcare

If symptoms develop while at Playcare:

- Your dog will be removed from group activities and placed in a quiet, isolated area.
- You will be contacted and must pick up **as soon as possible**.
- If you are unable to pick up, a **\$20/day quarantine care fee** applies.
- Dogs may not return until symptom-free and/or medically cleared, as determined by Meraki Canine LLC.

4.2 Illness Exposure Notification

If your dog:

- Attends Playcare within **3–5 days before** developing signs of a contagious illness (e.g., kennel cough, giardia, parvo, canine influenza), you agree to:
 - Notify Meraki Canine as soon as you become aware of the illness.
 - Follow any recommended waiting period before your dog returns.

Meraki Canine may:

- Temporarily suspend your dog from Playcare for a specified number of days
 - Notify other owners of potential exposure (without naming your dog)
 - Adjust cleaning protocols or schedules as needed for safety
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5. IN-HEAT & INTACT DOG POLICY

- Un-spayed females **in heat** are **not permitted** in Playcare.
 - If a female goes into heat during Playcare hours:
 - Owners must pick up immediately.
 - A **\$20/day management fee** applies if immediate pick-up is unavailable.
 - Un-neutered males and un-spayed females (not in heat) may attend *only* with prior approval and evaluation.
 - Meraki Canine LLC reserves the right to dismiss any intact dog if behavioral changes arise or safety is impacted.
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6. PLAYCARE RESERVATIONS, RATES, PACKAGES & ATTENDANCE

6.1 Reservations

- All Playcare sessions must be reserved in advance through Paw Partner or by contacting our office.
- Walk-ins are not guaranteed, especially during winter weather, holidays, or high-volume days.

6.2 Daily Rate & Structure

- As of **January 1, 2026**, the Playcare rate is **\$27/day per dog**.
- We do **not** offer Half-Day options, as our structured Playcare with set rotations and routines is designed for full-day participation.

6.3 Packages & Memberships

Session Packages and Monthly Memberships:

- May be available at varying times throughout the year.
- Are not guaranteed to be available at all times.
- May have limited quantities or specific enrollment windows.
- Will include **individual terms, conditions, and expiration dates** at the time of purchase.
- Are generally **non-refundable and non-transferable**, except where required by law or otherwise stated in writing.

Unused sessions may expire as stated in the package/membership terms.

6.4 Rate Changes

- Rates are subject to change at the business's discretion.
 - Meraki Canine LLC reserves the right to adjust rates and fees without prior notice, though we will make reasonable efforts to notify clients of significant changes via email, portal announcements, and/or social media.
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7. CANCELLATION & NO-SHOW POLICIES

7.1 Cancellation Policy

- Cancel at least **24 hours before** your scheduled Playcare day, when able. Meraki Canine understands that emergencies arise, and Owners will not be penalized for late cancellation due to situations beyond their control.
- Cancellations made within 24 hours may be subject to a **full-day charge** at Meraki Canine's discretion.

7.2 No-Show Policy

- No-shows without communication may be charged the **full Playcare day rate**.
 - Outstanding balances must be paid in full before future reservations will be accepted.
 - Repeated late cancellations or no-shows may impact your ability to reserve future Playcare days or may result in dismissal from the program.
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8. CHECK-IN & CHECK-OUT PROCEDURES

8.1 Playcare Drop-Off

- Please adhere to posted drop-off hours.
- Dogs arriving after the drop-off window may **not** be accepted due to group rotations, staffing, and safety considerations.

- All dogs must be brought to the facility on a **leash and under control of an adult**.

8.2 Playcare Pick-Up

- Dogs must be picked up by closing time.
 - Late pick-ups **over 30 minutes past closing** incur a **\$25 late fee**, unless previously discussed and approved by Meraki Canine.
 - Please notify us immediately if delays occur so staff can prepare accordingly.
 - Repeated late pick-ups may result in adjusted privileges, additional fees, or dismissal from the program.
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9. GENERAL POLICIES & PROCEDURES

9.1 Food & Feeding (Optional)

If your dog requires midday feeding:

- Provide food in a labeled, sealed container.
- If food runs out, a similar option may be obtained at your expense (including a procurement fee).

9.1a Midday Feeding & Lunch Fee

If a dog requires a midday feeding, a **\$5 Lunch Fee** will be applied per day. This fee covers the additional time and handling required to:

- Safely remove your dog from the playgroup and secure them in a kennel or separate yard to eat
- Clean the feeding area and bowl afterward
- Keep your dog out of play for a **minimum of 30 minutes** after eating to help reduce the risk of bloat, vomiting, and other gastrointestinal issues
- Carefully reintroduce your dog back into their playgroup, which may temporarily disrupt the day's flow and group dynamics

While we understand some dogs **must** have a lunchtime meal (such as young puppies or dogs with medical needs), we **strongly encourage** owners to leave food at home unless absolutely necessary. Limiting in-day feedings helps reduce the risk of:

- Resource guarding
 - Scuffles over spilled food
 - Conflicts if a dog vomits or drops food in the play area
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9.2 Medications & Supplements

- Must be provided in original labeled containers.
 - A medication administration fee may apply.
 - If supply runs out, medications may be procured at the owner's expense (if available).
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9.3 Personal Items

- We cannot accept valuable, sentimental, or irreplaceable items for Playcare.
 - Meraki Canine LLC is **not responsible** for lost, damaged, or chewed items.
 - Items deemed unsafe (e.g., easily shreddable bedding, toys with choking hazards) will be removed and replaced with facility-provided bedding or toys when available.
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9.4 Collars, Leashes & Equipment

- Dogs must arrive wearing a secure collar or slip lead. Harnesses may be allowed with staff approval (many dogs can slip out of them, so safety is evaluated case-by-case).
- We **recommend non-retractable leashes** for safety, particularly because the Playcare building is located directly on a roadside.

- For safety within the Playcare environment, certain equipment (e.g., prong collars, choke chains, head halters) may be removed during group play and replaced with facility-approved equipment as needed.
 - Owners are responsible for ensuring all equipment they provide is in good condition (no broken clips, frayed leashes, etc.). Meraki Canine is not liable for equipment failure supplied by the owner.
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10. PLAYCARE SAFETY, TEMPERAMENT & BEHAVIOR SUITABILITY

Playcare is **not suitable for every dog**. To ensure safety and a positive environment, dogs must be able to safely participate in group activities under staff supervision.

10.1 Behaviors Not Permitted

- Aggression toward dogs or staff
- Excessive mounting
- Resource guarding (toys, treats, people, water)
- Excessive barking that disrupts group flow
- Repeated attempts to escape gates, fences, or enclosures
- Destructive behavior
- Inability to be safely handled on or off leash
- Behavior that consistently disrupts group play or escalates arousal levels

10.2 Behavior Management, Re-Evaluation & Dismissal

If your dog displays unsafe or disruptive behaviors:

- They may be removed from group play and placed in a quiet, safe area.

- You may be contacted for immediate pick up.
- A **Safe Handling Fee** may apply in extreme situations (e.g., multiple staff required, risk of injury, equipment damage).

Meraki Canine LLC reserves the right to:

- Adjust your dog's play group, activity level, or schedule
- Place your dog on a temporary break and require additional training or evaluation before returning
- Transition your dog to **modified services** (e.g., one-on-one enrichment only, no group play) which may have different rates
- Dismiss any dog from Playcare—temporarily or permanently—if they are no longer a good fit for group activities or if their behavior poses a safety risk to themselves, other dogs, or staff

11. ENRICHMENT ACTIVITIES, PHOTOS & MEDIA

Our Playcare program includes a variety of structured enrichment activities. By participating, you acknowledge that:

- Enrichment may include sensory items, food-based activities, themed crafts, outdoor play, agility-style activities, and more.
- Reasonable precautions will be taken to ensure safety, but **minor scratches, nicks, or play-related wear and tear can occur.**

11.1 Photos, Video & Marketing

- Photos and videos of your dog may be taken during Playcare for:
 - Progress tracking and internal records
 - Social media posts
 - Website content

- Printed materials
 - Advertising and educational resources
 - By enrolling, you grant Meraki Canine LLC permission to use images and video of your dog **without compensation**.
 - You may opt out of **public use** of your dog's images by notifying us **in writing**. Internal use (for safety, training, and record-keeping) may still occur.
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12. SEASONAL, WEATHER & HEAT POLICIES

12.1 Weather-Related Closures

As safety is a priority:

- If **Crawford Central School District (CCSD)** has a **2-Hour Delay** *OR* is **Closed** due to weather, Playcare is **closed**.
- If delays, early dismissals, or unsafe travel conditions occur, Playcare may close or modify hours.
- All updates will be:
 - Sent through the client portal, and
 - Posted on social media when possible, and
 - Sent via text message to owners of dogs listed on the reservation roster for that day.

This is why reservations must be made in advance—to ensure you receive closure notifications and other important updates.

12.2 Heat, Cold & Overexertion Management

In extreme weather (heat or cold):

- Outdoor time may be limited, shortened, or moved indoors.

- High-risk breeds (e.g., brachycephalic dogs, elderly dogs, dogs with medical conditions) may receive **modified activities**.
- Staff may rotate dogs more frequently between indoor and outdoor areas to prevent overexertion.

Meraki Canine reserves the right to adjust or cancel outdoor activities at any time if we feel conditions are unsafe or overly stressful for the dogs.

13. FACILITY TOURS & MEET & GREETES

- Tours are **by appointment only** and may be limited during renovation periods or high-traffic times.
 - For safety purposes, clients are **not permitted inside active Playcare areas** during operating hours.
 - Meet & Greets (if offered) may be scheduled for owners to see the environment, ask questions, and discuss their dog's needs without disturbing active groups.
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14. VETERINARY CARE, EMERGENCIES & TRANSPORT AUTHORIZATION

If your dog becomes ill or injured while in our care:

- We will make reasonable efforts to contact you and/or your emergency contact immediately.
- If we cannot reach you and we believe veterinary care is necessary, you **authorize Meraki Canine LLC to:**
 - Transport your dog to a licensed veterinarian (your listed vet when practical, or an emergency clinic if time or circumstances require), and
 - Approve reasonable treatment as recommended by the veterinarian to stabilize or care for your dog.

You agree to be financially responsible for:

- All veterinary costs incurred for your dog, and
- Any veterinary costs for other pets if your dog is determined to have caused injury through aggression or unsafe behavior.

Meraki Canine will not be held liable for decisions made in good faith to secure veterinary care when you cannot be reached.

15. ABANDONED DOG PROCEDURE

Failure to pick up your dog **without communication** may result in:

- Continued care at your expense (at the current Playcare or boarding rate, plus any applicable late fees or emergency fees).
- Multiple attempts to contact you and all emergency contacts via the information on file.

If:

- **24 hours** pass beyond your scheduled pick-up time with no successful contact or arrangements, your dog may be considered **abandoned**.
- Meraki Canine LLC may, after reasonable additional attempts to reach you (typically within a total of **72 hours**), work with a partner rescue agency or appropriate authority to rehome the dog, as allowed by applicable law.

Owners remain liable for:

- All outstanding balances
 - Legal fees, collection fees, and/or rehoming-related costs as permitted by law.
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16. ASSUMPTION OF RISK, RELEASE OF LIABILITY & INDEMNIFICATION

You understand and acknowledge that:

- Dog Playcare involves interaction with other dogs and participation in activities that carry **inherent risks**, including but not limited to:
 - Illness or contagious disease
 - Parasite exposure
 - Minor injuries (scratches, nicks, sprains, sore muscles)
 - More serious injuries (bites, ligament tears, or in rare cases, severe injury or death)
 - Stress related to travel, changes in routine, or group environment

By enrolling your dog in Playcare:

- You **voluntarily assume all risks** associated with your dog's participation in Playcare and activities at Meraki Canine LLC.
- You agree that Meraki Canine LLC, its owners, employees, contractors, and representatives shall not be held liable for injury, illness, loss, or death of your dog, **except where prohibited by law or in cases of proven gross negligence or willful misconduct.**

You further agree to **indemnify and hold harmless** Meraki Canine LLC from any claims, damages, or costs (including reasonable attorney's fees) arising out of:

- Your dog's behavior or actions
 - Your failure to disclose health or behavioral problems
 - Your failure to follow Meraki Canine policies or staff instructions
 - Your breach of this Agreement
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17. OWNER RESPONSIBILITIES, BEHAVIOR DISCLOSURE & COMMUNICATION

You agree to:

- Represent that you are the legal owner or authorized agent of the dog.
- Provide **complete and truthful information** about your dog's:
 - Health and vaccination status
 - Parasite prevention
 - Behavioral history, including but not limited to:
 - Any history of aggression (growling, snapping, biting) toward people or animals
 - Resource guarding
 - Reactivity, fear, or anxiety issues
 - Previous bites, fights, or incidents (even if you deem them “minor”)
- Keep your contact information and emergency contact up to date.
- Notify Meraki Canine LLC if:
 - Your dog is exposed to or diagnosed with a contagious illness (e.g., kennel cough, giardia, parvo, canine influenza), or
 - Your dog develops a new medical condition or behavioral concern that may affect safety in a group environment.

Failure to disclose significant behavioral or health information may result in:

- Immediate removal of your dog from Playcare
- Refusal of future services
- Financial responsibility for any damages or injuries caused by your dog

You also agree to:

- Regularly check the client portal and your email/texts for schedules, invoices, policy updates, and closure notifications.
- Communicate respectfully and promptly with staff regarding scheduling, health updates, and any concerns about your dog's experience.

18. POLICY UPDATES & ACKNOWLEDGMENT

This Agreement applies to all current and future Playcare services for your dog(s) and may be updated as needed to ensure safety and operational efficiency.

By enrolling your dog in Meraki Canine's Playcare Program, you:

- Acknowledge that you have read, understood, and agree to all policies listed above.
- Understand that these policies may be updated from time to time.
- Agree that continued use of Playcare services after policy changes constitutes acceptance of the updated policies.