



Newara's Dog House



Doggy Daycare • Boarding • Grooming

10049 W. Main Rd.

North East, PA 16428



P: (814) 403-3039 (call or text) • newarasdoghousenepa@gmail.com



Hours of Operation:

Monday—Thursday: 7:00am—11:00am & 2:00pm—5:30pm

Friday: 7:00am—11:00am & 2:00pm—5:00pm

Saturday: Morning boarding drop-off/pick up by appointment only

Sunday: **CLOSED** (Boarding care only)

** NDH is closed to the public M-F from 11:00am to 2:00pm. This time is reserved for lunches for dogs and employees, leash walks, grooming, mid-day cleaning, uninterrupted group play, etc. No pick-up, drop-off, or entry allowed during this window of time**

NDH does not accommodate before/after hours drop off or pick up

Holidays: NDH is closed to the public on day of major holiday. \$10/day holiday fee applies for boarders.





Newara`s Dog House Requirements:



- 1.) **Current Vaccinations: Rabies, Distemper (DHPP), Bordatella**
(Lepto and Lyme vaccines are highly recommended, but not required, Bordatella booster every 6 months highly recommended, but only yearly booster is required.
***2 week wait period required after all initial vaccines to allow time for vaccines to become effective ***
- 2.) **Negative fecal parasite test:** within the last 6-12 months
- 3.) **Current flea and tick prevention:** topical, chewable, or Seresto collars accepted (Heartworm prevention highly recommended, but not required)
- 4.) All dogs over the age of 8 months must **be spayed or neutered.**
- 5.) **Current yearly county dog license or lifetime dog license**
- 6.) **Successful completion of trial day of daycare with temperament test:** for new boarders or to become regularly scheduled daycare attendee

Policies:

- ❖ Please text or call Newara`s Dog House when on the way for both drop off and pick up. This allows us to sign your dog in/out and allows for stress-free arrivals and departures.
- ❖ Please be sure to toilet and feed your dog before daycare drop off.
- ❖ All dogs must be on leash and attended to when entering and exiting Newara`s Dog House property.
- ❖ For the health and safety of all dogs, please **do not** bring your dog to daycare/boarding if he/she is not feeling well, is coughing or sneezing, vomiting, has diarrhea, or is displaying any symptoms of transmissible illness.
- ❖ All dogs must be dropped off between 7:00am-9:00am, Monday-Friday.
- ❖ Payment must be made at pick up of your dog. If your dog attends daycare multiple days per week, payment may be made at pick up on the last day your dog attends of the given week.
- ❖ Any dog displaying aggressive behavior, behavior deemed as unacceptable, or any dog showing signs of illness during daycare/boarding will be removed immediately and must be picked up. NDH reserves the right to terminate services at any point for any reason.
- ❖ Due to our insurance policy and in order to maintain a controlled and safe environment in a multiple dog setting, NDH is unable to give facility tours past the point of our front office lobby. We are always willing to send photos of our facility. No exceptions!

- ❖ **In order to prevent the spread of illness and disease amongst facilities, NDH requires a 2 week quarantine period for any dogs who have attended another daycare/boarding facility in the past 14 days.**

Policies Continued

***Cancellation Policy:** 24 hour notice of cancellation for daycare must be made or daycare payment is due in full. 7 day notice of cancellation for boarding reservation must be given or one day/night boarding fee is due. To maintain a fair business relationship amongst all clientele and NDH, no cancellation exceptions will be made.

***Late Fees:** All dogs must be dropped off/picked up within normal business hours. NDH is unable to allow before or after hours drop off and pick up due to the safety of all dogs and to maintain a fair business relationship amongst all clientele. If early drop off or late pick up is allowed due to extenuating circumstance, \$25 early/late fee will apply.

***Communications:** All business texts, calls, Facebook messages, and/or emails will only be answered during regular business hours unless otherwise deemed necessary by Newara's Dog House. All communications will be answered in order of received during business hours. Since the NDH phone remains on and monitored 24 hours a day, please be courteous as to the times messages are sent.

Only one daily update per dog per day

***Challenging Boarder Policy:** Any dogs who pose a significant challenge while boarding (biting, excessive barking/whining during quiet hours, destructive behavior, accidents, excessive medications/special needs, young puppies, in-tact males/females, etc.) will be subject to an additional \$10/day for boarding. Owner will be notified immediately of any difficulty, and pick up may be required.