PLAYFUL PAWS

POLICIES

Official English policy version

231 Broadway, Malden, MA 02148

1. DAYCARE AND BOARDING RATES

Playful Paws strives to maintain clear pricing. Current base rates are Daycare: $40 per dog, per day; Boarding: $65 per dog, per night.

Packages, frequency discounts, additional-dog pricing, promotions, or other special terms may be offered separately. These offers are subject to their stated terms and do not guarantee the same rate or benefit in the future. Playful Paws may periodically revise rates, packages, and discounts, including annual adjustments, and will provide reasonable advance notice of material price changes whenever practicable. The rate in effect for the applicable reservation or service will apply.

2. RESERVATIONS, CANCELLATIONS, AND NO-SHOWS

Daycare

Late cancellations or no-shows may be charged up to 50% of the then-current daily daycare rate.

Boarding

Cancellations made less than 72 hours before check-in, or no-shows, may be charged up to 50% of the total reservation amount. Holidays and high-demand periods may have special cancellation terms communicated when applicable.

These charges are not necessarily automatic. Playful Paws may apply, reduce, or waive a charge based on the circumstances, notice provided, availability, reserved period, and client history. A waiver or reduction on one occasion does not waive the right to apply the policy in the future.

3. BOARDING AND CHECKOUT

Boarding is charged by the night under the rate, package, or discount then in effect. Standard checkout is by 12:00 PM (noon) on the final day. If a dog remains after 12:00 PM, an additional daycare charge will be applied at the then-current applicable daycare rate and terms.

Extensions are subject to availability and Playful Paws confirmation. Early pickup remains subject to the current cancellation policies. The owner is responsible for arranging pickup on the scheduled date and must notify Playful Paws in advance if another person is authorized to pick up the dog. Playful Paws may require confirmation before releasing a dog.

4. HEALTH, VACCINATIONS, AND DOCUMENTATION

Required documentation

Rabies: current vaccination certificate plus the corresponding Rabies Tag. Dog License: current municipal dog license/certificate plus the corresponding Dog License Tag. Distemper: current proof of vaccination. Bordetella: current proof of vaccination. For Rabies and Dog License, both the certificate/document and corresponding tag are required; providing only one will be treated as incomplete documentation.

Rabies and Dog License tags must remain properly affixed to the dog while in Playful Paws care, consistent with applicable legal requirements. Playful Paws may request updated documentation and may refuse or suspend services when requirements are incomplete or expired.

If a required vaccination cannot be administered for medical reasons, the owner must provide valid veterinary documentation explaining the contraindication and any exemption or official approval required by applicable law. Rabies exemptions must satisfy the applicable Massachusetts legal requirements.

Health conditions

Dogs showing potentially contagious symptoms, including vomiting, diarrhea, persistent coughing, unusual discharge, fever, or other significant signs should not be brought to Playful Paws. Owners must disclose recent illness or exposure, injuries, veterinary restrictions, medications, and other information relevant to care.

Shared dog environments carry an inherent risk of exposure to communicable illness, parasites, and other conditions even with vaccination, cleaning, and preventive measures. Vaccination reduces certain risks but does not guarantee that a dog will not become ill. Playful Paws may separate a symptomatic dog, request pickup, and require veterinary clearance or additional documentation before return.

5. ILLNESS, INJURY, AND VETERINARY CARE

Playful Paws uses reasonable safety and supervision practices, but daycare and boarding involve inherent risks associated with physical activity and dog-to-dog interaction. Scratches, cuts, bites, punctures, falls, broken nails, irritation, play-related injuries, conflicts, communicable illnesses, parasites, and other incidents may occur. An illness, injury, or incident does not, by itself, establish negligence or inadequate supervision.

If illness, injury, or another significant change is observed, Playful Paws will make reasonable efforts to contact the owner or emergency contact and may separate the dog. When reasonably necessary to protect the dog, Playful Paws is authorized to obtain veterinary care. In an urgent situation, or when contact cannot reasonably be made in time, the owner authorizes transportation and veterinary treatment without further approval. The dog's regular veterinarian may be used when reasonably practicable; otherwise, another available veterinarian or hospital may be used.

The owner remains responsible for reasonable veterinary costs, including examinations, emergency care, diagnostics, medication, treatment, hospitalization, and transportation, except to the extent applicable law assigns responsibility otherwise. Authorization to obtain care does not automatically transfer those costs to Playful Paws. Nothing in these Policies excludes liability that cannot lawfully be excluded or limited.

Owners must provide complete and current information regarding medications, allergies, food, restrictions, medical conditions, recent injuries, and changes in health or behavior. This duty applies to each new service period, including regular clients. Special instructions must be provided or reconfirmed in writing when applicable. Material changes must be reported promptly and preferably documented in writing; owners should not assume staff will remember verbal instructions or instructions from prior stays.

6. BEHAVIOR AND DOG-TO-DOG INTERACTION

Owners must fully and truthfully disclose any history of aggression, biting, reactivity, resource guarding, escape attempts, anxiety, difficulty with dogs or people, and other relevant behavior, including recent changes. Behavior may change with age, health, pain, stress, environment, and other circumstances; behavior at home or a prior evaluation does not guarantee future compatibility.

Playful Paws will organize groups and activities based on behavior, size, energy, play style, safety, and compatibility. Staff may separate dogs, change groups, limit interaction, provide individual rest, require reevaluation, or suspend/end services when appropriate. Daycare participation does not guarantee continuous interaction with other dogs; group safety takes priority.

7. DAMAGE CAUSED BY A DOG AND OWNER RESPONSIBILITY

To the extent permitted by law, the owner remains responsible for the dog's behavior and consequences of known behavior or behavior that should have been disclosed. If a dog injures another animal, employee, or third party, Playful Paws may document the incident and take immediate safety and care measures.

An incident occurring on Playful Paws premises does not automatically make Playful Paws financially responsible for veterinary, medical, or other expenses; responsibility depends on the circumstances and applicable law. The owner

may be responsible for extraordinary damage to facilities, equipment, or property beyond ordinary wear. Failure to disclose relevant history may result in suspension or termination of services and may be considered when responsibility is determined. Nothing excludes liability that cannot lawfully be excluded.

8. FOOD, MEDICATIONS, AND SPECIAL CARE

Food

For boarding, owners must provide enough food for the full stay and written instructions for amount per meal, number of meals, and allergies/restrictions. We recommend sending approximately 1–2 extra days of food in case of an unexpected extension or other occurrence. Pre-portioned and labeled meals are recommended when practical; otherwise, provide a clear measurement for each meal.

Playful Paws is a group-care environment and cannot reproduce every home routine exactly. Feeding, rest, and routine care follow facility operations, using owner-provided information as a reference and making reasonable efforts to keep care close to the dog's home routine.

If food becomes insufficient, Playful Paws will attempt to contact the owner or emergency contact and may purchase reasonably necessary food or essential items, with the actual cost added to the owner's account. Significant diet changes will be avoided when practicable.

Medications and special care

Medications must be clearly identified and accompanied by written instructions stating the medication name, dose, frequency, and time/interval when applicable. Accepted medications and care that depend on a specific time or interval will be administered according to those instructions. Acceptance of certain care needs may depend on the nature of the need and staff's ability to provide the care safely.

For every new stay, including regular clients, owners must reconfirm current food, medications, allergies, restrictions, behavior, and special-care needs. Changes must be communicated promptly and preferably documented in writing.

9. DROP-OFF AND PICK-UP

Daycare

For a fuller daycare experience, we recommend drop-off by 10:00 AM and pickup beginning at 3:30 PM. These are recommendations, not prohibitions against arrival or pickup at other times during operating hours. Special scheduling needs should be communicated to staff.

Boarding

We recommend boarding drop-off by 12:00 PM (noon) so the dog has adequate time to settle in, have belongings, food, medications, and instructions checked, and transition into the boarding routine. Drop-off outside the communicated period must be arranged and approved in advance.

At drop-off, owners must provide all necessary food, medications, belongings, and current instructions. Boarding checkout is by 12:00 PM; after that time, the additional daycare charge will apply at the then-current rate. Drop-off and pickup are handled through reception during applicable hours, with dogs kept under appropriate control.

10. PAYMENTS AND OUTSTANDING BALANCES

Clients are responsible for full payment under the rates, packages, discounts, and terms in effect. The final amount may include authorized additional services, extended stays, necessary purchases made for the dog, and other amounts permitted under these Policies.

Unpaid balances remain the owner's responsibility. Playful Paws may require payment before accepting new reservations or services. Billing questions should be raised within a reasonable time; confirmed errors will be corrected. Rates and promotional terms may change, and a previously used rate or discount is not guaranteed to remain available.

11. PERSONAL BELONGINGS

Necessary or appropriate belongings may be sent when permitted. Owners should avoid sending items of significant financial or sentimental value and should label belongings with the dog's or owner's name.

Items may become dirty, wet, chewed, torn, damaged, or lost in a daycare/boarding environment. For safety, Playful Paws may remove toys, beds, or other items if there is a risk of ingestion, destruction, or conflict. Reasonable care will be taken, but to the extent permitted by law, Playful Paws is not responsible for ordinary wear, damage, destruction, or loss except where liability cannot lawfully be limited.

12. EMERGENCIES, EVACUATION, AND EXTRAORDINARY EVENTS

In a fire, structural problem, major utility interruption, severe weather, government order, evacuation, or other extraordinary event, Playful Paws may take reasonable measures to protect dogs and staff, including moving dogs within the facility, evacuating, transporting dogs to a safe or alternate location, requesting early pickup, or temporarily changing or suspending services.

The owner authorizes emergency transportation when reasonably necessary for safety or welfare. Playful Paws will attempt to contact the owner or emergency contact when practicable, but immediate protective action may occur first. Events outside Playful Paws' reasonable control may require temporary changes to hours, services, and procedures.

13. FAILURE TO PICK UP, UNAUTHORIZED EXTENSION, AND ABANDONMENT

Owners are responsible for pickup on the agreed date and within the agreed period. If unable to do so, they must contact Playful Paws as soon as possible; extensions are subject to availability and current rates.

If a dog is not picked up and the owner cannot be reached, Playful Paws may contact emergency contacts or authorized pickup persons. Charges for services, food, and reasonably necessary care continue while the dog remains in care. Failure to pick up or communicate does not automatically transfer ownership. When there is reasonable concern that a dog has been abandoned, Playful Paws may take actions permitted by law, including contacting authorities or animal control. Accrued financial obligations remain the owner's responsibility to the extent permitted by law.

14. REFUSAL, SUSPENSION, OR TERMINATION OF SERVICES

Playful Paws may refuse, limit, suspend, or terminate services when reasonably necessary for safety, health, welfare, or proper operations. Reasons may include missing/expired documentation or tags; potentially contagious symptoms; unsafe or incompatible behavior; omitted important information; needs beyond the facility's ability to safely accommodate; unpaid balances; repeated failure to follow safety procedures; or other circumstances making continued service inappropriate.

When reasonably practicable, Playful Paws will communicate the reason and may require additional documentation, veterinary clearance, behavioral reevaluation, or other conditions before return. Prior participation does not guarantee permanent acceptance; decisions are made case by case with safety and welfare as priorities.

15. PHOTOS, VIDEOS, AND IMAGE USE

Playful Paws may take photos or videos for activity updates, owner communication, internal records, and operational content. Images may also be used on Playful Paws social media, website, and promotional materials without disclosing the owner's personal information unless separately authorized.

Owners who do not authorize public/promotional use must notify Playful Paws. Opting out does not affect eligibility for services.

16. POLICY UPDATES

Playful Paws may revise these Policies to reflect operational, safety, pricing, service, requirement, procedure, or legal changes. Material changes affecting clients will be communicated with reasonable advance notice when practicable through email, the client portal, website, posted notices, or other channels used by Playful Paws.

The most current version made available by Playful Paws will govern services from its effective date. Operational changes do not necessarily require a new Client Agreement unless applicable law requires renewed consent. By making new reservations or continuing to use services after an update has been properly made available or communicated, clients are subject to the then-current Policies; any legally required additional consent will be requested separately.