



Fun, Friends, and Freedom
Cage-free day and 24-hour supervised care

Customer Handbook



Dear Biscuits & Bath Parent,

Welcome to the wonderful world of Biscuits & Bath! We are the leading care provider of services to New York's dogs and their parents. All of us at Biscuits & Bath are committed to providing the highest level of care to you and your dog no matter how you utilize our wide array of services.

We offer cageless day care and 24-hour supervised care and are staffed around the clock. We also offer dog walking and grooming services and provide transportation to and from our facilities. Additionally, we provide training for those dogs that need extra attention. Our adoption center matches dogs in need with loving parents and has adopted out thousands of dogs from the city shelter. We also offer a full line of retail products to accommodate your needs. Finally, we offer veterinary services that are focused around health, wellness, and prevention.

The safety and well being of each dog in our care is our number one priority. To that end, all of our care is supervised by our in-house veterinary staff. All of our employees are dog lovers and we have strict policies and procedures in place to ensure that each dog is treated with the highest level of care and service. We also strive to ensure that your dog has fun and gets ample exercise while in our care. We are confident that after a few visits with us your dog will demand to come back to socialize with his or her friends. With years of experience caring for dogs, we have found that dogs that are socialized and get ample exercise are healthier, happier and better housemates. We look forward to developing a personal relationship with your dog.

Please know that caring for live animals in a unique environment such as ours is very hard work and requires strict adherence to certain policies and procedures. In order to utilize our services, it is required that you read this handbook so that you understand what we do, how we do it, and what your responsibilities are as a parent of your dog. While we have many years of experience caring for dogs, we cannot satisfy your dog's needs, particularly from a health and safety point of view, without your active involvement. While most dogs love coming to Biscuits & Bath, our environment is not suitable for everyone. Please call us to better understand whether we are right for you and your dog.

If you have any questions, comments or concerns please let us know. We are here to make you and your dog as happy as possible. Once again, welcome to Biscuits & Bath!





Table of Contents

General Information	4
Supervised Care (Day and 24-Hour Care)	8
Dog Walking	14
Grooming	18
Training	20
Veterinary Care	22
Transportation	23
Adoptions	24
Other Services	25



GENERAL INFORMATION

Services

Biscuits & Bath is a full-service dog care business that caters to the needs of dogs and their parents. We offer the following services:



1. **Day Care** - our Doggy Gyms are designed to provide your dog with ample exercise and fun in an environment that is healthy and safe. We find that dogs in our care become happier and healthier and can't wait to come back to see their friends. Active dogs should come to day care at least three times per week in addition to daily dog walks in order to be properly socialized.



2. **24-Hour Supervised Care** - our Doggy Gyms are staffed 24 hour a day, 365 days a year to ensure constant supervision for your dog. All of our care is overseen by our full-time veterinarian. We are able to accommodate a variety of length of stays. We can handle special feeding requirements and will be happy to administer oral or topical medications. We can also happily accommodate dogs of all ages from puppies to senior citizens as long as the dogs are friendly with other dogs.



3. **Dog Walking** - we provide a variety of walks ranging from 15-minute relief walks to one-hour runs. We offer individual walks and group walks of no more than four dogs at any one time. Our walkers are bonded and insured and have received training in safety and first aid. They are also equipped with safety equipment.



4. **Grooming** - we provide services ranging from a simple manicure to a full-service haircut. All of our shampoos and conditioners are all natural. We recommend that you combine your dog's spa service with a day of care to give her the full pampering she deserves.



5. **Training** - we offer a variety of professional dog training services, both at our Doggy Gyms and in the comfort of your own home. These training services include group classes, private lessons, and other services such as housetraining programs. Our trainers can teach you how to eliminate unwanted behaviors, instill manners, and maintain control using leadership and basic commands. You will gain a deeper understanding of how your dog thinks and learns, which will make you an excellent teacher and leader. Most importantly, we are committed to modern, positive reinforcement methods that make training fun for parents and dogs alike.



6. Veterinary Care - we have a full-time veterinarian on staff to oversee the health and safety of all of the dogs in our care. Our philosophy is based on health, wellness and prevention. We offer a variety of services and programs to ensure that each dog is receiving the best and most healthy experience possible.



7. Transportation - we will transport your dog to and/or from one of our facilities to utilize any one of our services if you live within our service area. We make every effort possible to transport as many dogs as possible by foot.



7. Adoptions - we are very proud of the work we do to find homes for rescue dogs. Each dog is screened, medically treated, and socialized to ensure that he or she is ready to make a positive addition to a loving home. We are proud of both the number of dogs for whom we have found homes and the high number that stay in those homes.



8. Other Services - we also periodically offer other events such as small dog play groups, puppy play groups, and Halloween parties. Please ask us for details about these fun-filled events.

In addition to the above services, Biscuits & Bath sells a full-line of retail products including all-natural foods and treats. Studies have shown that dogs that eat all-natural foods that contain no by-products live longer and healthier lives. Please ask us about setting up a regular food program for your dog.

Locations

We operate multiple retail locations that we call Doggy Gyms. These “Gyms” are full service dog care facilities where your dog can get a complete pampering service. Please note that as a customer or member of Biscuits & Bath you can use any of our facilities that you desire. All of our Doggy Gyms are operated in the same manner and generally offer the same services. For specific information about our locations please visit our website.

Hours of Operation

Our facilities are staffed 24 hours a day, 365 days per year for your convenience and to ensure constant supervision and safety. Please note that available hours of operation vary by service and location. Our lobby is completely closed to the public on Christmas and New Year's Days for the drop-off and pick-up of dogs. If you would like us to care for your dog on either Christmas or New Year's Day he or she must be in our care in advance of that day.

Website

For information on current prices, charges, special announcements, promotions, and other timely information, please consult our website at www.biscuitsandbath.com.



Reservations

We cannot guarantee care for your dog unless you have made a reservation in advance. Reservations are required for all stays irrespective of length, type of service, or time of year. We recommend that you make a reservation at least a week in advance. To make a reservation please contact us either by phone or in person to speak with a live person. We DO NOT take reservations via e-mail or messages - you MUST speak with a live person.

Cancellations

As we are very busy, and try our hardest to accommodate you whenever possible, you must commit to your reservation once it is made. If you cancel your reservation, regardless of the service, you will be charged a cancellation fee.

Holidays

While Biscuits & Bath is open to care for your dog 365 days per year, we observe certain holidays and extended holiday periods during which an extra charge is in effect in order for us to remain open to care for you dog. Please note that the manner in which these holidays affect the availability and pricing of each of our services varies. For more information about which holidays we observe, how they affect availability, and the amount of the charge, please call us or visit our website.

Payment

Payment is due and must be made as goods and services are rendered. For certain services, we require payment in advance as outlined later in this Handbook. We accept credit cards, cash, and checks. All checks should be made payable to "Biscuits & Bath". We will not accept personal checks either in amounts over \$150 or from non-regular customers. To use any of our services, you MUST have a credit card on file with us at all times regardless of your ultimate method of payment.

There is a charge for a returned check and a daily surcharge if you have an overdue balance, up to the maximum allowable by law. If collections procedures are necessary to receive payment on overdue balances, we reserve the right to charge administrative fees to cover the cost of these collections. Biscuits & Bath reserves the right to terminate services or suspend memberships if unpaid balances persist for any period of time.





REQUIREMENTS FOR USING OUR SERVICES

In order to utilize any of our services, every customer must comply with the following requirements:



Customer and Dog Profile

In order for us to care for your dog in a safe and responsible manner, and to ensure that he or she has as much fun as possible, we require that each parent fill out a detailed profile. A complete profile is required for admittance and includes important information such as an emergency contact number, your veterinarian's name, dates of latest vaccinations, and of course your dog's birthday. No dog will be cared for unless all information is in our systems and verified to be accurate.

Waiver

Each customer must thoroughly read and sign a waiver that releases Biscuits & Bath from certain responsibilities. By utilizing our services and signing this form you consent that you have read both our waiver and this Handbook in their entirety, understand both of their contents completely, and acknowledge that Biscuits & Bath has limited liability regarding certain occurrences and incidents that may occur regarding your dog. While we take every precaution possible to ensure that all of the dogs in our care are healthy and safe, you must recognize that incidents will happen whenever dogs socialize together and that we take no responsibility regarding these incidents. Biscuits & Bath is not liable for injuries or illness that any animal may incur while in our care. Biscuits & Bath also reserves the right to quarantine, transport and/or take reasonable action regarding any animal in our care. No dog will be admitted into our care unless this waiver is fully understood, executed and verified in our systems.

Local Veterinarian

Each dog must have a local veterinarian that is authorized to see and treat your dog if medically necessary. While we take every precaution possible to safeguard your dog's health, things can and do happen on occasion. If you do not have a local veterinarian, we are happy to help you find one.

Vaccinations

Biscuits & Bath requires that all dogs remain current with the following vaccinations: Rabies, Distemper, Parvo, and Bordatella. You are responsible for providing Biscuits & Bath with an up-to-date health certificate verifying that these vaccinations are current. Biscuits & Bath reserves the right to limit facility usage by dogs with expired vaccinations until valid proof of renewal is received.

Good Health

All dogs using our services must be healthy as we care for a large number of animals. We will not admit any dog that we believe, at our sole discretion, to be a risk to the other animals in our care. It is your responsibility as a parent to notify us of any health related issues affecting your dog so



that we can make an informed determination about how to best care for your dog. Customers that do not inform us in a timely manner of any health issues, knowingly bring their dog to us while he or she is sick, or do not make all efforts possible to remove their dog from our facility once determined to be a risk by us will be subject to a surcharge as outlined on our website. In addition, at our discretion, those customers may not be allowed to use our services again and in that case will forfeit any unused portion of their membership without a refund.

Identification Tag

For safety and identification purposes, all dogs using our services must have an identification tag attached to their collars, choke collars, and/or harnesses with their name and phone number. If your dog does not have an ID tag, we will provide one for a charge. We are not responsible for any items that do not have proper identification.

Credit Card on File

In order to use our services, you must have a current credit card with a sufficient available credit line on file with us at all times.

In addition to the above requirements, which are mandatory for use of any of our services, other requirements exist for some of the individual services as outlined later in this Handbook.

Supervised Care (Day and 24-Hour Care)

Our Doggy Gyms are equipped to provide an environment in which dogs can play, socialize, and have fun while also being as safe and healthy as possible. We have found that dogs that are socialized and receive ample exercise are happier and healthier. While we take every precaution possible to safeguard your dog, incidents and illnesses are inevitable when dogs socialize and play together. As a result, we must strictly adhere to the following policies and procedures to ensure the safety and well being of all of the dogs in our care.



Possible Illnesses and Injuries While at Biscuits & Bath

Everyone at Biscuits & Bath is a dog lover and is fully committed to the health and well being of your dog. As an organization, we are committed to creating a place in which dogs socialize and have fun in an environment that is cage-free and off-leash so that they can enjoy the full Doggy Gym experience. We strongly believe in health, wellness and prevention when it comes to your dog. To that end, all of our care is under the supervision of our full-time veterinarian. Despite all of this, please know that much like kids at school, all dogs at Biscuits & Bath are susceptible to, among other things, the following:



- Nicks, scrapes, and punctures
- Sore joints and muscles
- Fatigue
- Strained tendons and ligaments
- Various strains of kennel cough
- Airborne viruses
- Common colds

All parents that use our services acknowledge that these injuries and illnesses can occur and acknowledge that Biscuits & Bath takes no liability if something should occur to your dog. **ALL DOGS PLAY AT THEIR OWN RISK.**



Veterinary Care

At Biscuits & Bath, our number one priority is the health and safety of your dog. In the event that something should happen to your dog that requires medical attention, we will do everything possible to obtain the right treatment for your dog in a timely manner. In the event that we are unable to reach you in a timely manner for whatever reason, **WE RESERVE THE RIGHT TO MAKE MEDICAL DECISIONS ON YOUR BEHALF FOR THE CARE OF YOUR DOG. YOU WILL BE RESPONSIBLE FOR ANY VETERINARY BILLS THAT RESULT FROM GETTING YOUR DOG THE MEDICAL ATTENTION THAT HE OR SHE NEEDS.**

Curbside Pick-up/Drop-off

Please note that we are generally not able to accommodate requests for curbside pick-up or drop-off of your dog. It is important that our staff be able to focus all of their attention on the dogs in our care. Please note that if we are able to accommodate such a request (this will be infrequent) you will be charged a fee each time we do so.

Late Pick-up/Drop-off

A standard day of care lasts from 7am until 7pm. Due to many customer requests, and to provide maximum convenience for you, we keep our lobby open after that point. To do so, and to allow you the convenience of not paying for an extra night of care, we must charge a nominal fee. After 7pm, all dogs using the Doggy Gym, whether picking their dog up or dropping them off, will be assessed a minimal fee. This fee applies to all members irrespective of membership or package in use.

Holidays

In order to guarantee care during a holiday we highly recommend booking at least two weeks in advance of your dog's stay as we are very busy. To reserve a spot for 24-hour supervised care during any one of our holidays we require a nonrefundable deposit equal to the amount of one 24-hour period, unless a cancellation is made 48 hours in advance of your dog's scheduled time of arrival. Additionally, a holiday care surcharge for both day care and 24-hour supervised care applies for all Biscuits & Bath holidays in order that we may remain open to the public.



In addition to our standard holidays, we have several extended holiday periods during which we are very busy. In order that we stay open for each of these days there is an additional charge. For a list of Biscuits & Bath holidays and extended holiday periods please visit our website.

Our lobby is open to the public for pick-up and drop-off of dogs on all holidays except for Christmas and New Year's Day.

Payment

For stays of longer than one 24-hour period, you must leave a deposit in the amount of the cost of the projected stay with Biscuits & Bath, either in the form of an approved credit card with a held balance or cash, otherwise your dog will not be accepted.

ADDITIONAL REQUIREMENTS PRIOR TO A SUPERVISED CARE STAY

Membership

All dogs staying at Biscuits & Bath must have an active membership prior to their stay. We offer a variety of memberships. Memberships are required to ensure that each parent understands their responsibility and the unique level of commitment being made by them by leaving their dog in a cage-free and off-leash facility. Biscuits & Bath reserves the right to terminate a membership or deny membership to anyone in its sole discretion. All members are entitled to utilize any of our Doggy Gyms so feel free to take your dog anywhere that is most convenient for you.

Spaying & Neutering

Biscuits & Bath requires that all dogs staying in the Doggy Gym be either spayed or neutered between the ages of six (6) and eight (8) months. We reserve the right to limit facility usage by members whose dogs do not comply with this policy.

Temperament

All dogs utilizing our Doggy Gym for day or 24-hour supervised care services are temperament tested for suitability to socialize with other dogs. This helps to ensure the safety of all of the dogs in our care. Biscuits & Bath reserves the right, without explanation, to restrict usage to any dog that it deems, in its sole determination, to be unsuitable for the Doggy Gym.

Puppies

Puppies that have complied with all of the above policies are eligible to use our Doggy Gym. As puppies generally have less experience in social environments, and have less developed immune systems, we recommend that owners take extra precautions when leaving their puppies with us. Puppies are usually best integrated into our Doggy Gym environment when they are gradually exposed to our fun and social experience. Please ask us for the most appropriate manner in which to do this for your puppy.

As with all other dogs, Biscuits & Bath will not take responsibility for injuries or illness that any puppy may incur while in the care of Biscuits & Bath.



THINGS TO KNOW ABOUT YOUR DOG'S STAY AT BISCUITS & BATH

Feeding

Biscuits & Bath is happy to feed any dog that is in our care for a minimum of eight (8) consecutive hours. If your dog is staying with us for less than eight hours you are responsible for his or her feeding. Our veterinarian strongly recommends that dogs be fed in a consistent manner (the same food in the same place) as much as possible. This promotes good health and reduces the number of upset stomachs. As always, the health and safety of your dog(s) is our number one priority.

Biscuits & Bath's in-house feeding times are: (1) early morning, generally between 6am and 7am; (2) mid-day, generally between 11am and 12:30pm; and (3) early evening, generally between 4pm and 6pm. **THESE ARE THE ONLY TIMES THAT WE FEED DOGS.** We cannot accommodate requests to feed dogs at another time. Only those dogs staying for more than a 24-hour period may be fed during the morning feeding. If you are coming in for day care, please feed your dog before your arrival or in the evening after checkout.

If your dog is staying with us for more than eight hours, and you would like him or her fed, you must supply us with food for each meal. You must package your dog's food in individual meal-size portions. Each package should represent one meal, and each meal should be clearly marked with your dogs' name and any special instructions. Pre-packing meals in this fashion ensures that our food supply is not depleted prematurely and that your dog is fed the usual amount. Failure to adhere to this policy may result in an additional charge.

We encourage you to provide us with an extra meal in the event that you are delayed in picking up your pet. We are not responsible for extra food and/or containers, and these will be disposed of at the end of your dog's stay. Unless you use our services on a daily basis, we will **NOT** store food for you. After your dog leaves, any excess food that you leave **WILL BE THROWN OUT.**

If we run out of food for your dog, we will switch your pet's diet to one of our all-natural foods at the then retail price in our store. We highly recommend that your dog eat the same food when staying with us as he or she does at home, as many dogs have sensitive stomachs and a short-term change in diet can result in vomiting or diarrhea.



If you do not normally use an all-natural food that we sell, we strongly encourage you to switch as it will be healthier for your dog. Biscuits & Bath sells a range of all natural foods that contain no by-products or chemical preservatives, thereby providing for greater longevity and increased energy levels. These foods can be purchased and left in our facility for consumption by your dog each time he or she stays with us, assuming you are a regular customer. We would also be happy to supply this same high-quality food to your home on a regular basis. Please ask us about this convenient food delivery option.



Treats

You may bring your own treats for your dog while staying in the Doggy Gym. Please note, however, that due to the nature of our environment, we cannot ensure that your dog will get these treats. We can also supply a variety of all natural and tasty treats to your dog for a nominal charge. These special treats are the icing on the cake for a fun-filled stay. All Biscuits & Bath treats are 100% natural, free of any by-products, and full of wholesome goodness for your dog.



Medications

In limited cases, and only where medically necessary, we will administer oral or topical medications to your dog. Our staff will NOT be responsible for labeling your medications. To ensure that we administer medications correctly you MUST clearly label containers with:

- Your dog's name
- Dosage
- Frequency and times of administration
- Whether consumed with or without food

Your medications should be placed in the original container that you received from your veterinarian, but in any event must be placed in a tightly sealed plastic container. Additionally, please carefully review medication instructions with a Biscuits & Bath staff member at the time of reservation and the time of check-in. Please do NOT mix your dog's medication in with his food.

If you fail to comply with the above instructions we reserve the right to stop administering medications to your dog as a safety mechanism. We will only administer medications in a safe and responsible manner. Please remember to collect all unused medications at the time your dog leaves our care.

Crates for Feeding and Downtime

While we are a cageless and off-leash facility, certain activities must be conducted individually for safety reasons. We have crates in our facilities that are sometimes used to feed certain dogs, and are also used for rest and downtime for certain dogs in certain situations. If you would like to know more about how and when we use these crates please ask.

Leashes & Collars

All dogs must wear leashes and a secure collar or harness when brought to Biscuits & Bath. Although owners' leashes will not be used when your dog is in our care, dogs must be transported to and from Biscuits & Bath with their own leashes. Please do not use a flexi-lead to transport your dog as we believe those leads to be unsafe. Dogs must have secure collars or harnesses to wear during their day at Biscuits & Bath. **BISCUITS & BATH DOES NOT TAKE ANY RESPONSIBILITY FOR ANY DAMAGE THAT MAY OCCUR TO YOUR DOG'S LEASH, COLLAR OR HARNESS WHILE IN OUR CARE.**



Membership Cards

Upon joining the Doggy Gym, each dog will receive one complimentary membership card. Membership cards must be attached to dogs' leashes at all times and must be presented at the time of check-in or the time of pickup by Biscuits & Bath if we are providing transportation. In the event that your dog does not have a membership card at check-in or pickup, Biscuits & Bath will provide a replacement for a charge.

Toys, Blankets & Beds

For 24-hour supervised care visits, we provide the dogs with suitable bedding fitting their sleeping needs. If you would like, you may bring your dogs' own bed or blanket. This will allow us to make your dog comfortable with his/her familiar belongings at bedtime. If you choose to bring any belonging, and wish to have it returned upon checkout, please mark it clearly with a permanent marker.

We recommend that you NOT bring toys of any sort to Biscuits & Bath as other dogs will often be jealous and the toy will be destroyed. If you do choose to leave a toy or other non-bed related belonging with us please expect that you will not get it back upon checkout.

BISCUITS & BATH WILL NOT TAKE RESPONSIBILITY FOR ANY PERSONAL BELONGINGS THAT YOU MAY LEAVE WITH YOUR DOG FOR A STAY AT THE DOGGY GYM.

Relief Walks

During the day, some dogs are taken out for relief walks every three to four hours. Dogs are walked in groups of no more than three to ensure safety. During these relief walks all dogs are walked using Doggy Gym choke collars and leashes for maximum safety. In order to protect the safety and well being of all of our dogs, no exceptions to these safety precautions will be made except in the case of a dog with a medical condition that prohibits the usage of a choke collar. In this case, our veterinarian must approve the walks without choke collars. Dogs that are walked individually due to necessity or parent request will be charged a fee.



Drop-offs Following a 24-Hour Supervised Care Stay

If we are returning your dog to your home following a 24-hour stay and you are not home at the time of drop-off, you must call to confirm that you have returned and that your dog is safely in your care. If we do not receive verbal confirmation from you by 9pm on the evening of your dog's arrival home (or 8 hours after drop off, whichever is earlier) we will return your dog to our care at Biscuits & Bath. It is always a concern of Biscuits & Bath that we have returned your dog home as specified but you are unexpectedly delayed, leaving your dog home alone for an indefinite period of time. If we return to pick up your dog because we do not have confirmation that your dog is safe, there will be a service charge in addition to the fee for transportation and an additional 24-hour period of care.



Checking your Dog After a Biscuits & Bath Stay

When you pick up your dog after a stay at Biscuits & Bath, please check him or her over thoroughly as there may be nicks or scratches hidden underneath their fur. This will help us to better ensure their health and wellbeing in the future.



Possible Fatigue After a Biscuits & Bath Stay

As a parent you should know that dogs at Biscuits & Bath play hard and as such are often fatigued when they return home from the Gym. It is not unusual for a dog to sleep for a day or two after a visit. In fact, this is a healthy part of the dog cycle. While your dog is at Biscuits & Bath he is receiving ample down time to rest. Still, he still might sleep a lot when he returns home.

Possible Heavy Water Consumption After a Biscuits & Bath Stay

Please know that the dogs in our care exercise and socialize throughout the day. As a result, it is possible that your dog might come home and drink an inordinate amount of water. In order to avoid the risk of bloat, dogs must have a minimum of 45 minutes of rest before drinking water after exercising. If your dog has been playing before he leaves the Gym he will not have had any water for a few hours for health reasons and is likely to drink a lot of water when he returns home. This is perfectly normal and to be expected.

Things to Monitor After a Biscuits & Bath Stay

As some medical conditions take time to show their symptoms, please inform us if your dog becomes ill at home. This allows us to monitor the health and safety of all of the dogs in our care and take appropriate precautions as needed.

Dog Walking

Biscuits & Bath is one of the oldest and most successful dog walking services in New York City and prides itself on its professionalism and high level of service. We have been walking dogs since 1990. All of our dog walkers are animal enthusiasts who will treat your dogs lovingly and provide them with personalized attention. Biscuits & Bath's dog walking service is fully bonded and insured. Our walkers are trained in animal safety and first-aid by our staff veterinarian and are outfitted with first-aid supplies, portable water dishes, extra leashes and either cellular telephones or pagers. Each walker can be identified by an official Biscuits & Bath identification card. We walk no more than four dogs at any given time and can accommodate individual walks for an extra charge.





Types of Walks

We offer three types of walks to meet your dog's needs:

- 1. Relief Walk** - a maximum 15-minute walk (including time entering and leaving your building) in order to relieve your dog. For this option we recommend at least two relief walks per day.
- 2. Fun Walk** - a 30-minute walk (including time entering and leaving your building) allowing your dog to relieve himself or herself and also to stretch his or her legs in a social atmosphere in the fresh air.
- 3. Park Run** - a one-hour walk (including time entering and leaving your building) to allow for maximum exercise and socialization. We highly recommend this option for large athletic dogs when they are not visiting the Doggy Gym. Please note that this walk is not necessarily in a park.



We also offer sitting services for cats and puppies:

- 1. 15-Minute Cat Sitting** - This is a 15-minute visit (including time entering and leaving your building). We will clean your cat's litter box, feed him or her, and provide fresh water. We also check to make sure that your cat is in good health.
- 2. 30-Minute Cat Sitting** - This is a 30-minute visit (including time entering and leaving your building). We will do all of the above for a 15-minute sitting, as well as spend extra time playing with and brushing out your cat.
- 3. Puppy Sitting** - before your puppy is able to hit the streets of New York, we will make sure that he or she has enough food and water, and clean up any papers or wee-wee pads. Our walkers are also happy to spend time playing with your puppy to begin the socialization process.

For optimal socialization and exercise we recommend a combination of day care and dog walking for most dogs. Please ask us about what package might be right for your dog. Please ask us about establishing a regular walking program for your dog.

Commitment

In order to use our dog walking service you must commit to a minimum of three (3) walks per week for an entire calendar month. We can only occasionally accommodate will-call clients and in the event that we do there will be an additional charge.

Regular Schedule

You must establish a regular schedule for your dog so that we can allocate our walkers accordingly. In general, we will adhere to this schedule. In the event that you need to make any changes to your schedule, whether you are a regular dog walking client or not, we require a minimum of 24



hours notice to guarantee accommodation and for weekend walks all changes must be made by Thursday night. If you have any last minute or emergency needs, we will do our very best to accommodate your needs, however we cannot make any guarantees with such short notice. **IF IN THE EVENT THAT YOU MAKE A LAST-MINUTE CHANGE TO YOUR SCHEDULE BISCUITS & BATH WILL CHARGE YOU FOR THE WALK IN ADDITION TO ANY NEW WALKS.**



Reservations

All reservations must be made at least 24 hours in advance to guarantee accommodation. For weekend walks, you must make your reservation by Thursday night.

Cancellations

All reservations must be cancelled at least 24 hours in advance of the scheduled walk so that we can adjust our schedule. Failure to do so will result in being charged a cancellation fee.

No Shows

If we arrive at your home to walk your dog and your dog is not available at the scheduled time you will be charged the full rate for the walk.

Individual Walks

While many of our walks are small group walks (i.e. no more than four dogs at a time) we can also accommodate individual walks for a slightly higher price. If you would like this service please ask.

Range of Time Around a Scheduled Walk

Due to the complexity of scheduling dog walks, and the nature of life in New York, for each walk that you book, there is up to a two-hour window around the time of the scheduled walk depending on where you live, the day and time of day. For example, if your walk is booked for 3pm, our walker will arrive sometime between 2pm and 4pm.

Medications

Please note that our dog walkers WILL NOT administer any medications to your dog or cat regardless of the circumstance.

Building Access

If you live in a doorman building please be certain to notify your doorman prior to the walkers' arrival that we will be visiting your building during the day. Many buildings require this notification in writing and you may have to renew your authorization every month or two. We prefer to have keys to access your apartment left with your doorman. If this is not possible, or you prefer not to do so, we will gladly keep two (2) sets of keys secure in a box at one of our Doggy Gyms. It is your responsibility to make sure that we can gain access to your apartment. **IF WE ARE UNABLE TO GAIN ACCESS TO YOUR APARTMENT DURING A SCHEDULED WALK YOU WILL BE CHARGED THE FULL PRICE OF THE WALK.**



If you live in a non-doorman building we require two (2) sets of keys to both your building and your apartment.

Holidays

Unless prior arrangements have been made with us at least three (3) days in advance, walks will not be scheduled on official Biscuits & Bath holidays, regardless of your regular schedule. If we do walk your dog on one of these holidays, a holiday surcharge will apply per dog regardless of the type of walk or the number of dogs walked.

If you would like some exercise for your dog on a Biscuits & Bath holiday, or merely require assistance with the care of your dog, we suggest that you bring your dog to our Doggy Gym for some off-leash running and playing. This way your dog will get a special holiday treat of his own!

Payment

Payment for all dog walking services must be made in advance of services being rendered. This pre-payment must be made in an amount necessary to cover all anticipated walks over the course of the next seven day period and must be received no later than Friday of the week prior to the walks (the dog walking week begins on Monday). Each client is required to have a credit card on file with us. If you elect to pay by check, you may bring your payment to one of our locations, mail it to us, or leave the payment in an envelope for a dog walker to pick up the week before your scheduled walks. Please make all checks payable to "Biscuits & Bath". If you pay by cash, you must bring it to one of our Doggy Gyms - do **NOT** leave cash for your walker to pick up. If you do leave your pre-payment for a dog walker to pick up, please leave your payment in an envelope clearly labeled "Biscuits & Bath" and your dog's name. We will not walk your dog unless and until your account is fully paid off and you have made a pre-payment for any scheduled walks for the following week.



ADDITIONAL REQUIREMENTS FOR DOG WALKING

Spaying & Neutering

Biscuits & Bath is very active and proud of our successful rescue work in finding good homes for the many abandoned animals in New York City. Unfortunately, the number of animals destroyed in our city continues to grow. Because of this disturbing fact, we advocate the spaying or neutering of all city pets although for dog walking clients it is not required. Not only is it healthier for your pet, but also it helps in the fight to find good homes for the many dogs already with us. If your pet is not already spayed or neutered, we urge you to consider this safe and effective procedure as soon as possible. If you do chose to not spay or neuter your dog, you may be required to have your dog walked individually which will result in a higher charge.



Leashes and Collars

For your dog's safety, please be sure that you have a secure collar to be used for walks. We will use our own nylon leash to walk your dog, in addition to using choke collars as a safety mechanism in case something happens to your collar. We will not use flexi-leads or 6-foot leashes, as they are too long for safe walking in New York's streets. Biscuits & Bath only uses very secure nylon leashes and/or choke collars. This safety equipment is required in order for us to walk your dog.

Other

We ask that you leave a towel by your door so that we can wipe your dog(s)' feet after walks on wet or snowy days. Our walkers also know to refresh your dog(s)' water after a walk. If you have any other special instructions, we will make our best efforts to accommodate them if you either place written instructions for the walker in plain sight, preferably near the front door, or let us know when making your reservation.

Grooming

Biscuits & Bath has been grooming dogs since 1997 and has experience with all breeds of dogs and a wide variety of types of cuts. All of our groomers are skilled, experienced and love dogs. We use all-natural shampoos and conditioners to make sure that your dog has the best experience possible.

Types of Grooming

We offer a wide-range of grooming services including:

1. Full-service haircuts
2. Bathing and fluffing
3. Brush-outs
4. Manicures and pedicures
5. Teeth brushing
6. Flea and tick dips
7. Hot oil treatments



Hours of Operation

Our grooming hours are normally Monday through Sunday from 9am to 5pm. We generally do not book appointments after 3pm depending on breed and condition. We also only do haircuts on certain days. Please call us to find out our exact schedule.

Speaking with the Groomer

You must speak directly with the groomer on the day of your scheduled grooming to let him or her know exactly what you want done for your dog. Without this communication, it is impossible for us to groom your dog in the manner that you desire. If you fail to speak directly with the groomer we do not take any responsibility for the quality of the service.



Regular Grooming

Due to the fact that our groomers are very skilled, we often book up weeks in advance. As we have expertise in all types of dogs, please ask us to recommend a regular program of groomings to ensure that your dog is clean, healthy and presentable for those big social gatherings (especially Biscuits & Bath events)! Setting up a regular grooming schedule with us will help ensure that you get the appointments that you want. If you do not call at least two weeks in advance of your desired appointment do not expect to get your first choice.

Prices

Prices for grooming services vary based on breed. In addition, prices vary based on the condition of your dog (e.g. matted dogs will be charged more) so do not be surprised if the price you pay varies from grooming to grooming. We will not know the exact price for your grooming service until we have had the opportunity to evaluate your dog in person and speak with you about what you want for your dog.

Gratuities

Gratuities are customary for grooming services. A standard gratuity is between 15% and 20% of the total price.

Cancellations

All reservations must be cancelled at least 24 hours in advance of the scheduled grooming so that we can adjust our schedule and give that reservation to someone else. Failure to do so will result in being charged a cancellation fee.

Picking up Your Dog

Please note that you must pick up your dog after his or her grooming is complete. We are not able to accommodate dogs staying with us for the day unless they are utilizing our day care services as well. If your dog is with us after 6pm an extra charge will apply.

Holidays

Please note that we do not groom dogs on most major holidays. Please call us to inquire about availability.

Transportation for a Grooming

If you utilize our transportation services to drop your dog off at home after a grooming a 10% gratuity for the groomer WILL be added to your bill unless you specify another amount. A standard gratuity for grooming services is between 15% and 20% of the total price.



TRAINING

Biscuits & Bath offers a variety of professional dog training services, both at our Doggy Gyms and in the comfort of your own home. These training services include group classes for puppies and adult dogs, private lessons for training and behavior solutions, and other services such as small dog play groups. All of our trainers are both dog-loving and people-loving teachers who are committed to using modern, positive reinforcement methods.



Types of Training

Biscuits & Bath currently offers the following dog-training services:

1. **Puppy Classes** - group classes for dogs no older than 5.5 months of age. These classes are a great opportunity to teach your puppy basic manners and commands, get essential social exposure, and begin to establish a relationship with you that will last a lifetime. Our puppy classes range from beginner to intermediate. Every puppy will benefit tremendously from learning good manners, self-control, and social skills in the beginning of their life with you.



2. **Adult Classes** - group classes for dogs over 5.5 months of age, at all levels from beginner to advanced. Classes cover a range of topics from basic commands, self-control, and manners to light-hearted tricks! Please call us to find out how you can improve your dog's manners, enhance your relationship, or round out your skill set as a training team.

3. **Private Lessons** - one hour sessions with your dog and one of our trainers either at Biscuits & Bath or in your home. These lessons can cover a range of topics depending on your dog's individual needs. Please ask us to help you customize a program for your dog that will help solve behavior issues or further establish a lifetime of good behavior and a healthy relationship with you.

4. **Other Services** - we offer other services such as a helping you set up a housetraining program and small dog play groups at our Doggy Gyms. Please call us to find out about the latest services we are offering. For example, we hold regular play groups for parents of small dogs and puppies (under 20 pounds) to give them an opportunity to socialize with friends in a casual environment. Whether you have a puppy that needs to burn off energy, or a quiet dog learning to come out of her shell, our play groups are a great opportunity to get out of the house for essential exercise and social exposure. Each class is monitored by a Biscuits & Bath employee, although parents are responsible for their own dogs. Call us to find out the date and time of the next play group nearest you.



We recommend that all dogs have some form of training as it improves their social skills and overall manners, develops their self-control, and enhances your relationship as you do something fun and productive together! Group classes are offered at multiple locations throughout the city. Private lessons can take place at your home or even at Biscuits & Bath while your dog is in day care. For more information on our training classes, times or locations feel free to stop by one of our Doggy Gyms or call us.

Reservations

We recommend that you make a reservation for training at least a week in advance. Our customer care team is always standing by to reserve your spot in a group class or to schedule a private lesson at your convenience. Call us to find out the next class nearest to you.

Cancellations

If you cancel your reservation for a group class your payment will NOT be refunded. Private lessons must be cancelled with 24 hours notice to avoid a cancellation fee.

No Shows

If you cancel a private lesson with less than one-hour's notice, or you do not show up at the location where your private lesson was scheduled, you will be charged the full amount for that appointment.

Make Up Classes

All classes are taught in a progressive series, therefore makeup classes are not available except in special circumstances determined at the sole discretion of Biscuits & Bath. If you miss class due to sickness or an emergency, there may be an option to makeup class by attending a class from another series, however this may be at a different location than your original class and may not be available immediately following the class that you missed.

You may also make up your class by scheduling a paid-for private lesson, or simply by using your training manual to practice from home (if your particular course comes with a training manual). If you have missed class due to sickness or emergency and are unsure of your options, please call us to find out what they are.



If you know in advance that you are going to miss a particular week of class, you can arrange to have another friend or family member bring your dog. Alternatively, you may be able to arrange to have a Biscuits & Bath staff member take your dog to class. Call us to find out more about this option.

Payment

All group classes must be paid for in advance and are non-refundable. Private lessons must be paid for as services are rendered. A credit card will be requested to hold a reservation for a private lesson, regardless of your ultimate method of payment.



Holidays

Group classes often skip the week of a major holiday. If your class overlaps with a major holiday, please be sure to ask your trainer or a staff member if you will have that week off.

Veterinary Care

All Biscuits & Bath facilities operate under the supervision of our full-time veterinarian. Our veterinarian is either available or on call 24-hours per day and has offices at all of our locations. Our veterinary staff is responsible for overseeing the health and safety of all of the dogs in our care. If you would like to schedule an appointment to have your dog examined, please call us. We also have relationships with many other veterinarians throughout the city in the case of emergency situations.



Focus of Care

At Biscuits & Bath, our care is focused on health, wellness and prevention. We try to gear all of our offerings towards those objectives. Please call us to better understand how your dog can lead a more healthy lifestyle.

Role of Our Veterinary Staff

Our veterinary staff is responsible for overseeing the health and safety of all of the dogs in our care. They regularly examine dogs, speak with parents about health related issues, and consult with local veterinarians to ensure that each dog is receiving the best care possible. In addition, they oversee the training and supervision of the staff to ensure that safety procedures are being followed. If you would like to speak with our staff about the wellness of your dog please call us.



Services that We Provide

We offer a wide variety of veterinary services for dogs. These services include routine checkup examinations, nutritional counseling, and administering vaccinations in certain circumstances. For those services that we do not routinely offer on-site, such as surgeries, we work with your veterinarian to ensure that your dog is receiving the proper treatment. We urge you to take advantage of our unique and value added veterinary services.



Transportation

For added convenience, pick-up and drop-off services are available to and from our Doggy Gyms. For standard transportation we require a one-hour window around the scheduled time of pick-up or drop-off. For example, if you request a 10am pick-up, Biscuits & Bath will arrive between 9:30am and 10:30am. We reserve the right at any time to increase the window around your desired time to two hours. For some of our transportation offerings there is a standard two-hour window. A minimum of 24-hours notice is required to guarantee a pick-up or drop-off.



Service Areas

We provide transportation services to dogs traveling to and from our facilities throughout a large portion of Manhattan. If you use our transportation services, your dog will be taken to the Doggy Gym according to the service areas outlined on our website. We CANNOT accommodate requests to take your dog to another location.

If you live outside of our service area we will not guarantee accommodation, will request extra time if we do agree to make special accommodations and transport your dog, and reserve the right to charge a surcharge to our standard rates.

Transportation Times

Our transportation services are generally available during the times that we are open for day care. Our weekend times are generally shorter. Please consult our website for the current times that we offer this service.

As transportation is a difficult service to provide and many things are out of our control (e.g. weather, traffic, etc.) we will do our best to manage those things within our control. Please be patient and have your dog ready during your scheduled window so that we may accommodate all of our transportation customers.

Reservations

Our transportation schedule often fills up well in advance. All slots are filled on a first-come first-served basis. We highly recommend booking well in advance to ensure that you get your desired time. **IF YOU CALL ON THE SAME DAY AS YOUR DESIRED APPOINTMENT PLEASE BE FLEXIBLE AND ASSUME THAT YOU WILL NOT GET YOUR FIRST CHOICE OF TIMES OR EVEN GET SERVICE AT ALL.**

Building Access

You must ensure that we can gain access to your apartment in your absence if we are to pick-up or drop-off your dog. If you leave keys with your doorman, please authorize Biscuits & Bath to use them. If you prefer, or if you do not have a doorman, you may also provide us with two sets of labeled keys that will be kept secured in a box at Biscuits & Bath. Keys will be used solely for



pick-ups and drop-offs, dog walking or other services requested by you. If we have to make duplicate copies of your keys for any reason you will incur a fee.

Special Instructions

If you have any special instructions for Biscuits & Bath related to pick-ups or drop-offs (i.e. put my dog in a crate, turn on the heat/air conditioning, turn on the television, etc.), please let us know when making your reservation. We will do our best to accommodate special requests.

After Your Dog is Dropped Off

ONCE WE HAVE DROPPED-OFF YOUR DOG WE WILL NOT BE RESPONSIBLE FOR ANY DAMAGE THAT YOUR DOG MAY DO TO YOUR APARTMENT. WE ARE ALSO NOT RESPONSIBLE FOR ANY DAMAGE THAT YOUR DOG MIGHT DO TO HIS OR HER LEASH WHILE IN OUR CARE OR IN TRANSIT.

Billing

You will be charged additional pick-up fees if we: (1) are denied access to your apartment for any reason and have to make a second trip; or (2) are denied access to your apartment and you make other transportation arrangements. In these cases your dog will be checked back into the Doggy Gym and applicable rates will apply.

Fuel Surcharges

We periodically impose fuel surcharges due to the high cost of gasoline. Please ask us for more information.

Adoptions

Biscuits & Bath is very proud of the work that we do to find suitable homes for dogs in need. Each year tens of thousands of dogs and cats are without a suitable home in our city. Since the opening of our adoption center we have adopted more dogs from the city shelter than any other rescue group. Even more exciting is the fact that over 95% of those dogs have remained in their new home!



We are sure that if you visit our Doggy Gym you will quickly fall in love with someone special. Knowing that you are doing such a loving thing for a dog in need is just icing on the cake!

Dog Screening

Each dog in our adoption center is carefully screened for temperament and suitability with New York lifestyles. By the time a dog reaches the adoption center, unless he or she is a puppy, he or she is vaccinated, spayed or neutered, socialized with other dogs, given training where appropriate, and fed a healthy diet to ensure that he or she is ready to move into a new home. We are proud of not only the number of dogs that we adopt but also the fact that so few are returned



to us. We view this as a testament to how well the dogs are screened and treated prior to being put up for adoption, as well as the fact that we are very careful in making matches with prospective parents.

What You Get by Adopting from Biscuits & Bath

By adopting a dog from Biscuits & Bath, most importantly, you are saving a life and giving a dog in need a second chance. Adopting is a great way to both give back and bring joy into your life. In addition, Biscuits & Bath offers many great benefits to adopters including discounts on services. Please call us for details.

Fees

A processing fee is charged for each adoption to allow us to work with as many dogs as possible. This fee only covers a small portion of the cost required to prepare the dog for adoption. Any adopted dog also receives a complimentary welcome pack to Biscuits & Bath that includes a variety of services. This allows your new dog to continue to live the life of luxury that he or she has become accustomed to while living with us at Biscuits & Bath!



Post Adoption Issues

Please know that many of the dogs we rescue have suffered serious hardship in their past. Many of them have been abused, malnourished, or not received the proper medical attention until they have been rescued. As a result, adopted dogs are frequently subject to illness or abnormal behavior after being adopted. BISCUITS & BATH DOES NOT TAKE ANY RESPONSIBILITY FOR ANY DOG ONCE IT HAS BEEN ADOPTED.

Returns

Once you have adopted a dog we do not accept returns. Please know that if you decide that you must give up the dog you will not receive your adoption fee back and you must return your dog to the city shelter for processing. We encourage you to think very seriously about this decision as it could impact the wellbeing of your dog.

Other Services

We also offer a variety of other services and special events. Please inquire about current availability, as some events are not always offered.

1. **Small Dog Play Groups** (20 pounds and under) - our regular play groups offer a great opportunity for social exposure, whether you have a puppy that needs to burn off energy, or a quiet dog learning to come out of her shell. Each class is monitored by a Biscuits & Bath employee,



although parents are responsible for their own dogs. As space is limited we highly recommend advanced reservations to guarantee a spot in the class.

2. Puppy Play Groups (5.5 months and under) - we also hold classes for parents and their puppies to give them a chance to romp around with each other and get accustomed to socializing in a fun and responsible manner. Again, space is limited so please call us to make a reservation. We think you will find nothing more enjoyable than being swarmed by a group of eager puppies!

3. Breed Days - we offer social gatherings for dogs of the same breed and their parents. These are fun ways to meet other people who share a common interest.



4. Birthday Parties - we host birthday parties for both dogs and children with dogs. We create a special and unique environment to celebrate an important day for someone important in your life. Please call at least four (4) weeks in advance to ensure that we can accommodate your needs, as space is limited.

5. Other Parties - we also host other parties throughout the year such as our Halloween and Holiday parties as well as our carnival. Please check our website or call us for the latest events that might be scheduled.