

Welcome to Day School

We are excited to have you and your dog as students here at Crossbones Dog Academy! To help you transition smoothly into our program, here is an overview of our policies and procedures. Please share this document with anyone who will be visiting Crossbones, including family members and pet sitters.

Pick Up, Drop Off, & Attendance

Morning drop off is 7-9AM. Puppy Day School starts promptly at 9AM - please be on time! If you arrive late, you may need to wait 5-10 minutes for one of us to be available to accept your puppy. Afternoon pick-up is 3:00-6:30PM. Late pick-ups (after 6:30PM) are assessed a fee of \$30.

Requests to pick-up/drop-off between 9AM-3PM must be requested and approved in advance by a crew member. We need to plan nap time and training sessions around any special requests.

Morning drop off takes place outside. Give your puppy an opportunity to relieve themselves at the mulch potty area next to the dumpsters. Then, text us and place your dog in the kennel run at the front door. Wait with your puppy, and a crew member will come outside to welcome them into the building.

Our lobby is open during afternoon pick up. Come inside and let a crew member know you're here to pick up your puppy. If no one is at the front desk, text us and we'll bring your puppy right up. Then, give your puppy an opportunity to relieve themselves outside. Playful puppies drink a lot of water!

If your dog will not be attending Day School on a particular day, we can reschedule your dog's attendance with 1 week's notice given in writing. Requests made with less than 1 week's notice, or "no-call no-shows," will not be rescheduled and your dog will lose that day from their program.

Breakfast

Do not feed your dog prior to bringing them to Day School. We will feed your dog breakfast (and lunch, if applicable) as part of their training program throughout the day. On your puppy's first day of school, please bring two gallon-sized Ziplock bags full of dog food for us to store. We will inform you when we are getting low. Dogs will not be accepted for Day School without food.

What to Bring

The only thing your dog needs to wear to school each day is their collar. Any tags attached should be metal (not silicone) and securely attached. Your dog should be walked in and out of the facility on a 4' leash with no attachments or extra handles and a Freedom harness, and you should bring treats to reward your dog for polite behavior.

Do not drop off: flea collars (including Seresto collars), bowls, toys, bandanas, collar attachments like blinking lights or bows, bedding, or dog clothes. "Flexi"-style retractable leashes are not allowed anywhere at Crossbones, including the parking lot and potty areas.

If someone else will be picking up your dog in the afternoon, be sure they bring a leash.

Daily Routine

Puppy Day School runs from 9AM-3PM. We run multiple playgroups each day with a 1 hour crated nap time in the middle of the day. Young puppies generally play for approximately 45 minutes at a time, followed by a nap and meal break in their crates. Older puppies may play for longer stretches of time depending on their activity level. If your dog needs a break from playgroup, we will crate them with a snack and check on them regularly to see if they are ready for more playtime.

Much of the training takes place during playgroup, but each dog also receives at least one daily individual training session, too. These one-on-one sessions are done throughout the day, all day long.

Potty Training

Small puppies (under 25 pounds) are trained to use our indoor dog toilet system. Larger puppies use our outdoor potty area. Please note that this process may take a few days for your dog to learn. Your dog's playtime may be limited until they start using these designated areas.

Please be sure to give your puppy an opportunity to relieve themselves outdoors before coming into the building. If they have not gone recently, please tell the attendant at drop-off.

Symptoms of Illness

As part of our Day School contract, you have agreed to not bring your dog to school if they are showing signs of illness. This includes sneezing, coughing, gagging (as if your dog is trying to hack something up or has something stuck in their throat), green discharge from the eyes or nose, diarrhea more than twice in a 24-hour period, vomiting more than once in a 24-hour period, or bodily fluid that contains blood. If you knowingly send your dog to school while ill, your dog may be expelled from school without refund.

If your dog has been seen by a veterinarian for any of these symptoms, and they are confident that your dog is not contagious, ask them to fax us a letter that specifically says your dog is cleared to play off-leash with other dogs. You may be turned away at morning drop off if a member of our team thinks your dog may have a contagious illness. If your dog has an upset stomach and you drop off a fecal test, keep your dog home until the fecal test result comes back (usually 1 business day later).

Continuing Education

Access all continuing education at the **Puppy Portal** using the QR code or this link: www.crossbonesdog.com/puppy-portal

The resources included with your Day School program include printable info sheets on the behaviors that we teach and videos for you to follow along with on our YouTube channel. We are also happy to answer specific questions via e-mail at woof@crossbonesdog.com.



Your first Puppy Day School program includes access to our Flex Classes during your pup's enrollment in the program and weekly Puppy Teacher Conferences. PTCs are "use it or lose it" - if you are unavailable during a particular week, you cannot make up that PTC later. Our appointment slots are in demand and fill quickly, so we recommend booking early.

When your pup's initial four-week Puppy Day School program is coming to an end, you have the option to select a Basic or Full renewal. A Basic renewal does not include report cards, class attendance, or Puppy Teacher Conferences. A Full renewal includes all of these things.

We have a "3 Strikes" policy for no-shows and last-minute cancellations of Flex Classes and PTCs. If you cancel with less than 24-hours notice (including a no-show) 3 appointments during your Puppy Day School program, the rest of your appointments will be cancelled, and you will not be allowed to book anything else until your puppy's next program starts. We have a limited number of appointment slots and seats in classes. Please do not sign up for appointments you are not certain you can attend.

If you are more than 10 minutes late to a private appointment, or more than 5 minutes late to a group training class, you will be turned away and that appointment will count as a no-show.

Inclement Weather Policy & Holidays

Stay tuned to our Facebook page for weather-related cancellations. You don't need to be a Facebook user to view our page: www.facebook.com/xbonesdog

We make a decision to close school due to weather at 4:45AM. If it is possible to make a decision the night before, we do so. Our crew members live all over Rhode Island and into Massachusetts, and we look at the same criteria local school systems use to determine safe driving conditions. If we close due to weather, the day will automatically be made up at the end of your puppy's program.

We are closed on all federal holiday observation days, as well as Black Friday (the day after Thanksgiving).

Contacting Us

E-mail or text is the fastest way to get in touch with us. We can check these quickly "on the fly," whereas we have to wait for a quiet moment to check voicemail - and puppies aren't always quiet!

We do not answer the phones during morning drop-off time (7-9AM). Our priority is making morning drop off as smooth as possible for the clients in our lobby. If you need to reach us during this time, you have three other options: call and leave a voicemail, e-mail us, or text us. Our voicemails are instantly transcribed to e-mail. Our text messages are accessible to most of the morning team, allowing multiple team members to read them & get back to you. We can easily reply to an e-mail or text in between drop offs. If you leave a voicemail, it will be returned once all dogs are settled in and playgroups have started, which is generally between 9:30-10AM.

If you have questions about training, please e-mail them to woof@crossbonesdog.com or text us at 401-330-5892. Pick up and drop off are hectic times, and training staff is not always available.