

Welcome to Day School

We're excited to have you and your puppy as students at Crossbones Dog Academy! Please share this policy overview with anyone who will be visiting Crossbones, including family members and pet sitters.

Pick Up, Drop Off, & Attendance

Morning drop off is **7:00-9:00AM**. Afternoon pick-up is **3:00-6:30PM**.

When dogs arrive outside of scheduled drop-off windows, it causes disruption and excitement in the playgroups, which can lead to safety concerns. It also makes it harder for our trainers to complete each dog's daily training sessions on time.

If you arrive late, you'll need to wait in the parking lot until we finish moving dogs into morning playgroups (approx. 9:20-9:30AM). Text on arrival, and we'll meet you outside as soon as we can.

If your puppy has a morning vet visit or grooming appointment, you may drop off between 12:15-12:30PM by appointment only. Please schedule this in advance with us. Drop off is not available at any other time.

To keep things safe and calm for all the dogs, **early pick-ups** should be limited to occasional, genuinely necessary situations. Late pick-ups are assessed a fee of \$30.

Each morning when you arrive, give your puppy an opportunity to relieve themselves at the mulch potty area next to the dumpsters prior to drop off, **even if** they went potty before departing for school. Car rides often make puppies need to "go!" Then, come in to the lobby via the Main Entrance door.

At pick up, come inside the Main Entrance. If no one is at the front desk, **text** and we'll bring your puppy right up. (Please don't try to "flag down" a trainer teaching a lesson or class.) 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 their attendance with 1 week's notice given in writing (text or email). Requests made with less than 1 week's notice or no-shows will not be rescheduled and your dog will lose that day from their program.

Breakfast

We'll feed your puppy breakfast (and lunch, if applicable) as part of their training schedule, so don't feed them before school! On your puppy's first day of school, please bring two gallon-sized Ziplock bags full of dog food for us to store. We'll reach out when we're getting low. Dogs will not be accepted for Day School without food.

What to Bring

On your puppy's first day:

- Bring 2 gallon-sized Ziplock bags of food
- Puppy wears a squeeze-release buckle collar
- Use a 4-6' leash in the lobby
(*you keep your leash*)

Every other day:

- Puppy wears a squeeze-release buckle collar
- Puppy wears a Freedom harness
- Use a 4-6' leash attached to the front ring of the Freedom harness
(*you keep your leash & harness*)

For safety, anything attached to your dog's collar must be made of metal. No silicone, no plastic (including flea collars/Seresto), and no fabric decorations or bandanas. Be aware that GPS tracking devices may be damaged during routine dog play; we aren't responsible for these items should you choose to use them.

Bring soft **treats** to reward your puppy for polite behavior like loose leash walking and greeting us. If your puppy jumps up on people, scatter treats on the floor when we're switching your leash to ours.

Don't bring: bowls, toys, bedding, or dog clothes. "Flexi"-style retractable leashes are not allowed at Crossbones, including the parking lot and potty areas. **If someone else is picking up your dog, be sure they bring a leash.**

Daily Routine

Puppy Day School runs from 9AM-3PM. We run multiple playgroups each day with a crated nap time in the middle of the day. Young pups 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 puppy 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.

Your puppy doesn't need to mimic this routine on weekends or days they are not at school. We highly recommend crated (preferably) or penned **nap times** after every 90-120 minutes they are awake. This includes an after-school nap between when you pick them up from Crossbones and when you go to bed.

Remember: puppies sleep 18-20 hours a day! Regular nap time prevents the "witching hour" of frantic behavior (sprinting, bouncing off the furniture, barking, nipping) new puppy owners often observe in the evening, and reduces the frequency of those behaviors throughout the day, too.

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 us at drop-off.

Symptoms of Illness

As part of our contract, you 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 email or 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).

Inclement Weather Policy & Holidays

All weather-related cancellations are posted on our **Facebook** page, as it is the quickest way for us to get out a message that everyone can view. You **don't** need a Facebook account to view our page:

www.facebook.com/xbonesdog

We decide to close school due to weather by 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 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).

Continuing Education

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



The Puppy Portal includes:

- Printable info sheets on behaviors we teach
- How-to videos on our YouTube channel
- Scheduling links for Puppy Teacher Conferences & Flex Classes
- Renewal details & links

Puppy Day School includes access to our Flex Classes during your pup's enrollment plus weekly Puppy Teacher Conferences. PTCs are "use it or lose it" - if you're unavailable during a particular week, you can't make up that PTC later. Appointment slots are in demand and fill quickly, so book early!

When your pup's initial 4-week Puppy Day School program is ending, you can select a 4-week renewal or upgrade to our Complete Puppy Raising program. Our **Complete Puppy Raising Program** includes **lifetime** access to Flex Classes, double the Puppy Teacher Conferences, weekly off-site **field trips**, follow-up training support, and more! Full details are in the Puppy Portal.

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 (or no-show) 3 appointments during your Puppy Day School program, the rest of your appointments will be cancelled. Appointment slots and seats in classes are limited. Please don't sign up for appointments you are not certain you can attend. If you're more than 10 minutes late to a private appointment, or more than 5 minutes late to a Flex Class, you will be turned away and that appointment will count as a no-show.

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 for phone calls — and puppies aren't always quiet!

Because our priority is making morning drop off smooth for our clients, we don't answer the phone in the morning. 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. Texts are accessible to our entire team and are the fastest way for us to read and return your message. We can easily reply to an e-mail or text in between drop offs. If you leave a voicemail, it won't be returned until mid-morning.

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