



Sleepovers

THINGS YOU SHOULD KNOW

Who is my sleepover carer?

Your carer will be one of our HHPG carers (not students or contractors). Your sleepover carer spends time at HHPG in the yard and on walks, if your dog is a regular with us then they will already know your carer well. You'll be given your carers mobile number once your booking has been confirmed, should you not receive their number please contact us at your earliest convenience.

How do I keep updated?

You will be given your carers phone number. We ask that you send messages at a reasonable time of the day (if you're overseas don't forget the time difference!!!)

Please ensure all information regarding the booking or changes to dates etc are sent through to reception. Your carer will send reception photos which will be uploaded to facebook. Please visit our Hairy Hounds Community page for daily updates.

My dog is due for their heartworm/anti-parasite meds whilst I'm away.

No problems, however please ensure the date and dosages are clearly marked on the packaging.

Will my dog go offleash?

Short story, yes! Our carers will only take your dog to a safe, fully enclosed park. They will work on your dogs recall and name recognition. If you are concerned about your dogs' recall please discuss this with your carer or reception. If your dog is less than 6 months of age we will walk your dog onleash to minimise the risk of being bumped and damaging growth plates. Should your pup be under 6 months of age and you wish to have them off leash we will require you to sign an additional waiver.

What happens if my carer gets sick during the sleepover?

Should your carer be unable to continue to care for your dog due to illness, we will allocate another carer for your dog.

My dog is matted, is that ok?

No actually, it's not! We need to ensure your dogs coat is in good condition prior to their stay with us. Please book a groom prior to your sleepover if your dog is matted. Should you run out of time we can make a booking for you with one of our wonderful groomers for their next available session. Should your dog arrive matted or with fleas we will groom your dog and your account will be charged accordingly.

Can I book a groom during the stay?

Of course, no problems, we offer grooming on Wednesdays, Thursdays and Friday's. If your sleepover is for 7 days or more your dog will receive a wash and tidy the day before they go home (or the closest day to the final day where it falls on a Saturday or Sunday). If you'd prefer a clip please let us know. If your dog has allergies or sensitive skin or requires sensitive shampoo, please ensure you advise us.

What happens if my dog gets sick whilst I'm away?

It depends. If it's contagious, like Kennel Cough your dog will not be able to come to day care or go on group walks. Each situation will be addressed on a case by case scenario.

Can the carer brush my cat?

Yes, and your dog too – please leave a brush out or a note as to where the health management tools are kept.

**** Have you signed your T's & C's ****

Please note that carers can not commence sleepovers unless parents have signed our sleepover conditions. If you have not already, please visit <https://www.hairyhounds.com.au/wp-content/uploads/2019/06/sleepovers.pdf>

Sleepovers IN OUR CARER'S HOME

Will other dogs be staying in my carers home?

It depends, most of our carers will have their own dog and some have small animals like a cat or bird or reptile. Our carers will only apply for a sleepover if their own pets will cope with visiting dogs. Our carers choose dogs on a case by case scenario.

Will my dog spend time on grass?

Every carer has a different set up, but yes, each carer has a safe and secure yard with grass.

What will my dog do during the day?

It depends. On weekdays, they will come to day care. Should they become tired they'll go on walks throughout the day instead of coming to day care, or they may do a pop in visit for day care. On weekends the carers often meet up for group walks or the dogs will go on walks with the carer.

Can I bring my crate? What else should I bring?

Yes, no problems, it's best if your dog keeps their own routine. Chat with your carer, they may have their own crate for short term stays. Please bring along their inside bed (washed a few days before the stay) You're welcome to send a long a toy but please remember when dogs play tug of war toys will often get destroyed. Please don't send your dogs best of the best toy!

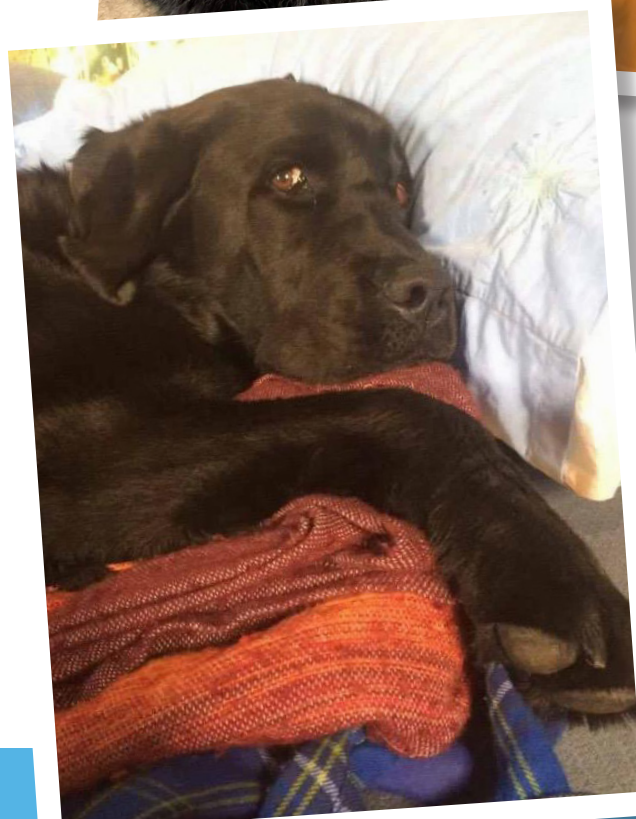
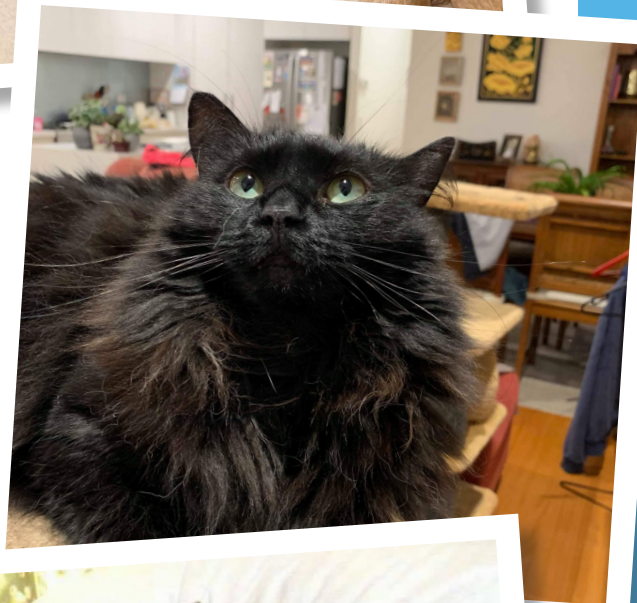
Should I bring my own food?

Yes. The fee for the sleepover does not include the cost of food. For an additional \$5.00 per day, we can provide your dog with a high quality dry food (this fee does not include fresh meat or a RAW or prescription diet). It is always best that your dog remain on the diet that they are accustomed to, this will help minimise tummy upsets.

You're welcome to send along their own treats if they have specific treats.

Is there an extra charge to dispense medication.

No, it's all inclusive. We do however ask that you send a detailed (typed) list of instructions (including the reason your dog is being medicated) and any side effects the carer should know about. Please let your vet know that your dog will be in our care so that we are authorised to collect additional medication should you be out of contact.



Sleepovers **IN YOUR HOME**

Can I have my cleaner visit still?

Definitely, but please let your carer know the dates and the estimated time of arrival.

Can I have family drop in?

Should you need family to drop in to your home whilst our carer is staying in your home we ask that you ensure the family member contacts the carer first. Please remember that the carer is 'working' but is also living in your home and we appreciate everyone respecting their privacy.

Where will my carer sleep?

It is expected that they be provided with a bed / bedroom in your home.

Can I have family stay whilst the carer is there?

No. When a carer stays in your home they are taking time away from their own 2 and 4 legged family and we require them to have a level of comfort and privacy.

Can my carer water my plants?

Definitely, please leave your carer clear instructions.

Does my carer have a police check?

As part of employment with HHPG, all carers must have a police check.

I have a webcam, is that ok?

It is expected that when the carer is home the webcam can be turned off to respect their privacy. Please notify your carer of the location of the webcam and of any instructions.

Will my carer have people over to visit in my home?

Our carers are living in your home as though it is their own. They are expected to remain professional at all times but are also expected to be able relax in their down time. Many of our carers are married or have partners and may have them over for a visit. Our carers are all mature and professional in their manner, will respect your home and property and will inform us should any issues arise.

Will my carer clean up after themselves?

Just as it is expected that your home is left clean and tidy for the carer, our carer will always leave your home clean. Please ensure they know where the mop, vacuum and cleaning products are.

Can my carer stay longer than the scheduled time?

This will depend on the carer and their schedule. They may have already committed to another sleepover. If your circumstances change, please contact us at reception at your earliest convenience.

What information do I need to leave?

Instructions for;

TV / Sound System / DVD / Foxtel
Washing machine (if it's complicated)
Alarm / Security system
Heating / Cooling
Wifi

Emergency Contact information (if additional to emergency details listed on our system).

Bin night / Recycling night

Dates for scheduled cleaning or lawn mowing etc

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