

Thank you for your interest in Ruff House: Dog Social Club.

Your pup is one step closer to joining the pack!

We are a family run, member focused, home based daycare & boarding program in West Nashville. We hope to be your favorite pups favorite place!

****Daycare****

Ruff House is a structured open play program. Our members spend all of their time, outside of any necessary separations and time outs, with the rest of the days group. Our large outdoor yard is perfect for sniff & playtime and our indoor play areas have room for the whole group, especially on rainy or extra hot days. Pups stick to a schedule through the day for a healthy balance of play and rest.

A typical day at Ruff House:

****6:30am-10am Drop off**/Potty Breaks/Inside Play**

10am-12pm Outside Playtime

12pm-2pm Lunches/rest time

2pm-4pm Outside Playtime/pickup starts

3pm-7pm Pickups/Indoor playtime (5pm-7pm peak pickups)**

Pickup and drop off times are there to allow for the least amount of disruption to the day. If pickup is necessary outside those hours please get approval from a team member.

While here your dogs are supervised by one of us at all times and attended to like they are our own. We have two dogs who are actively part of the pack. We are happy to feed your dog lunch or snacks as provided but do not offer house food. We do offer and provide enrichment options (kongs, frozen treats etc) and treats. These are used to manage the group in regards to each dog's requirements.

We operate with a positive reinforcement philosophy and rely on a basic foundation of training to manage the group. Leads, our physical presence, basic commands, treats, separation and timeouts are our primary tools. Our most important tool though is knowing your dog. Building a relationship with each pet allows us to know just what works for him or her as an individual.

****Maintenance Daycare****; Building a relationship with each dog takes time and each dog is different. We get to know your dog and they get to know the pack through repeat visits. We address this differently based on each dog's personality, but ask all our clients to participate in daycare visits between any scheduled boarding. Think of it as testing the water before diving in. It helps every aspect of your dog's experience at our home to be more familiar with the routine and the pack.

Daycare rates are a flat \$34 a day; with add-ons, sibling discounts & packages available.

Open Monday-Friday 6:30am-7pm.

****Boarding****

Since we run our business from our home, our boarding arrangements are unique. We have open boarding & kennel boarding available based on preference and dogs behavior. This is meant to provide an environment that they feel most comfortable resting in, often the most like their own home. Our goal is that your pet has a stress free and enjoyable stay while you are away.

Boarding dogs follow the same structure as Daycare dogs during daycare hours. Daycare is not extra for your dog and is included in the listed price for boarding.

Weekends are more casually structured for boarders, the days are not as focused on activity as during the week but we still care for them like our own and provide all that your dog needs for a well-rounded day.

You can bring anything that you think your dog may want or need for a comfortable and stress free boarding (If we can use it we will and if we are unable to for some reason we will communicate that to you).

*We require structured meal times so if your dog is a grazer or picky eater consider packing something special to entice them to eat in one sitting.

Boarding is \$55 a night with discounts for siblings.

Boarding is available 7 days a week with pickup/drop off times available on the weekend days. 72 hours notice preferred. *Weekend pick up times may vary by situation and we ask that you schedule that when you reserve your stay*. *We are flexible with notice.*

Weekend Pickups and Drop offs;

8-10am

5-7pm

****Requirements**** We require a trial day/temperament test, spay/neuter by 6-9 months, and up to date vaccines (Bordetella, Rabies, Distemper). A trial day can be scheduled M-F.

Once your trial day is scheduled, We will send you our address and instructions for arrival. ****We consider ourselves a curbside service****. When you arrive, call and we will come to you and walk your pup in. *Please use discretion if approaching the yard, as it often disturbs group and can stress the dogs (not all dogs like strangers)*. We are happy to show you the yard at drop off and show you around the space used by your dogs after hours, but during daycare hours we are closed to the public. Video tour is also available on request.

****To set up an account copy the link below****. There you can sign the main agreements and schedule future services. You can also add vaccines yourself or send them to us before your requested trial day & we will input them for you.

<https://pawpartner.com/pz/book?p=1619460>](<https://pawpartner.com/pz/book?p=1619460>)

Keep up with us daily at @ruffhousenash on Instagram and on Facebook.

Feel free to reach out via email or text, to schedule a trial day, ask us more questions or if you need help with your account. 615-428-3966.

Thanks!

-The Ruff House Fam