

Client Communication & Boundaries Policy

The Everyday Canine, LLC

At The Everyday Canine, clear, respectful communication and structured scheduling allow us to provide the highest quality care, training, and supervision for the dogs in our care. By enrolling in any of our services, clients agree to the following communication expectations and operational boundaries.

Approved Communication Methods

Clients may contact The Everyday Canine through the following approved channels:

- Email
- Text message (if previously established)
- Website contact forms or booking systems

Direct messages sent through social media platforms are **not considered an official method of communication** and may not receive a response.

Business Hours

Our regular business hours are:

Monday–Saturday: 7:00 AM – 7:00 PM

Sunday: Closed

Messages received outside of business hours will be addressed during the next business day.

Designated Pickup & Drop-Off Windows

To minimize disruption to training, supervision, enrichment, and rest periods, pickups and drop-offs are permitted **only during designated windows**:

- **Morning Window: 7:00 AM – 10:00 AM**
- **Afternoon/Evening Window: 4:00 PM – 7:00 PM**

Pickups or drop-offs outside of these windows are **not permitted** unless prior written approval has been granted.

Clients are expected to plan accordingly. These windows are not flexible and exist to ensure dogs receive consistent, attentive care throughout the day.

Response Times

We strive to respond to messages within **24–48 business hours**. Response times may vary due to service volume, holidays, or staff availability.

A delayed response does **not** indicate neglect of your dog or lack of care.

Updates & Communication Expectations

We prioritize hands-on care and training over constant messaging. Update frequency varies by service:

- **Board & Train Clients:**
Clients will receive **at minimum one photo of their dog per business day** during active business hours (**Monday–Saturday, 7:00 AM–7:00 PM**). Additional updates may be provided at our discretion.
- **Boarding Clients:**
Clients will receive **at minimum one photo of their dog per business day** during active business hours (**Monday–Saturday, 7:00 AM–7:00 PM**).
- **Daycare Clients:**
A Report Card at the end of their Canine Club day via our booking system Time To Pet.
- **Training Clients:**
Progress discussions occur during scheduled sessions or designated follow-up communication.

No news is often good news.

Emergencies

An emergency is defined as a situation involving:

- Serious injury
- Medical distress
- Immediate threat to a dog's safety

Scheduling requests, training questions, behavioral concerns, or requests for updates **do not constitute emergencies**.

In the event of a true emergency involving your dog while in our care, we will contact you as soon as reasonably possible.

Respectful Communication

The Everyday Canine maintains a zero-tolerance policy for:

- Harassment or abusive language
- Threatening behavior
- Excessive or unreasonable messaging
- Disrespect toward staff

Violation of this policy may result in delayed responses, termination of services, or refusal of future bookings **without refund**, in accordance with our Terms of Service.

Boundaries & Availability

The Everyday Canine **does not** provide:

- On-demand or real-time updates

- 24/7 availability phone, text, & email availability
- Crisis counseling or behavior guarantees via text or email

Training support is provided within scheduled sessions or agreed-upon follow-up structures. Our #1 priority is the safety & well-being of dogs in our care.