



## Welcome to our pack!

This PDF will give you an overview of how we operate and **what we ask of you** to keep things running smoothly and safely for all.

**Please read it thoroughly.** Much of the information is also located on our website [CampJimmydog.com](http://CampJimmydog.com)

From time to time we will have updates and changes. Please refer to our website for the most current information.

Since 2006 our mission has been to provide a fun, safe, comfortable home where you can leave your pup in our care and have peace of mind. We work hard to ensure that everyone's individual needs are met with activity, relaxation, lots of belly rubs and love. We have the best job ever, creating a home away from home for your pup!

If you haven't already,

**Please follow this link to an online form and enter yours and your pup's details.**  
<https://form.jotform.com/222115234522038>

## Guest Requirements

- Well socialized
- Comfortable in a group of dogs (not just family dogs)
- Comfortable and friendly with people (not just family)
- Spayed/neutered if over 6 months old
- Never harmed another dog/pet or person
- Current on vaccinations
- Must have completed a Meet & Greet visit with us prior to any stay
- New dogs or dogs that have not visited in 6 months or more will need to complete a daycare day or 1 night stay prior to a longer visit.

## Booking Confirmation & Reminder Emails

You will receive a confirmation/invoice when you initially book a stay. Additionally, prior to the stay you will receive one to two reminder email. Please make sure to add us as a contact so they don't go into junk/spam.

***Please confirm that the dates and times are correct!***

We cannot guarantee we will have availability to shift dates or times if they were booked incorrectly or you have changed your plans after booking.

## Drop Off & Pick Up Protocol

For safety, ease, and with your dog in mind as well as our other guests,

***it is important that you arrive at the time scheduled.***

We prepare for your arrival by separating dogs into groups, possibly crating some dogs and putting everything on "pause". This may include feeding someone or even a bathroom break for ourselves. We also have other clients and events scheduled around the time that has been set aside for you.

Drop offs are scheduled in the mornings only. This not only allows us a regular schedule but most importantly it is **best for the dogs**. It gives them the day to acclimate, get acquainted or reacquainted with us, the house and the other guests. Everyone arriving in the morning also means they're all on the same page with energy levels.

## When you arrive -

**Sahuarita:** 16610 S. Kolb Rd Sahuarita

Please pull up in front of the house. We park our vehicles off to the side so you can pull around our circular drive to the front of the house.

Directions are included in the email reminders you'll receive prior to your pups visit.

**Vail:** 1181 N. Darlene Dr. Vail (driveway entrance is off Calle Bacardi) Tall rust metal privacy fence surrounds property. DRIVEWAY IS ON CALLE BACARDI see directions in confirmations.

Please pull up to the fence where the "Parking" sign is located

**Please note that the address for Vail is deceiving. GPS will put you in the wrong spot. Directions are included in the emailed invoice and reminders.**

**Please be on time.**

**When you arrive, please wait for someone to come out to meet you if we aren't already there.**

**Feel free to text or call us if you don't see us when you arrive.**

**Please wait at your vehicle.**

**If other guests are coming/going please wait in your vehicle**

**DO NOT** approach the fence

**DO NOT** open the gate to let your dog in/out

**DO NOT** let dogs “visit” or sniff each other on leash when you arrive or are departing

## **What to bring (and NOT bring)**

- **FOOD** - There is no need to bring food in portions. We are happy to measure out the correct amount at feedings. We prefer to reduce the use of plastic and waste involved with ziplocs etc. *Are you feeding a healthy, nutritious, good quality food?* [Click here](#)
- Medications or supplements needed
- Vaccination records if we have not already received them
- **NO** bowls – we have plenty, including slow feeder and elevated
- **NO** treats - I promise, they won't miss them 😊
- **NO** toys – We have plenty carefully selected, safe toys
- **BEDS**- It is not necessary to bring a bed. We have many! If you do want to bring one that's okay. However, we cannot be responsible for any damage to it that may occur.

## **Services, Pricing and Hours**

Please note that all drop offs and pick-ups are by appointment only and are scheduled during the times listed below. Our set hours are for the dogs benefit as well as ours. This is not just a home “environment” it is our home.

We do realize emergencies sometime happen. *Please contact Kristen to request alternate drop off or pick up, an additional fee will apply.*

### **Cage-Free Boarding**

**Adult Dog**- 1yr. & up \$65/night

**Puppies** crate trained & potty trained – Under 1yr. \$75 to \$85/night

**Last day charge:** Discounted day rate of \$30 charged if your dog is picked up after 10am

**Peak/Holiday Pricing –**

\$5/night peak \$10/night Holidays

[Click here for Holiday/Peak dates](#)

**Drop Off Times–**

Oct-April 8am -10am

May-Sept 7am-10am

### **Pick Up Times –**

Mon-Sat.- 8:00am (Oct-April), 7am (May-Sept) - 6:00pm

Sundays - 8:00am (Oct-April), 7am (May-Sept) - **3:00pm**

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### **Daycare Offered M-W-TH-F 8am-4pm**

\*Contact us if you need daycare outside our regular days and times. We may be able to accommodate you.

**Adult Dog** – \$35 up to 6 hrs./ \$45 over 6 hrs.

**Puppies** – \$45 up to 6 hrs. / \$55 over 6 hrs.

**Drop Off Time** - same as boarding drop off times

**Pick Up Times** – Any time between drop off and **4pm**

**Bath** \$30 Add to any boarding or daycare stay - Natural, non-toxic, non-scented or natural scented shampoo used

\*All prices subject to change

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## **Client Portal**

**The client portal can be used to view or update your profile and manage your bookings.**

You can access the portal from our website at <https://campjimmydog.com/client-portal/>

From the portal you have access to –

- Account Balance
- Bookings – Past, current and upcoming
- My Account – Name, Contact info, Password, Emergency contact, etc.
- My Dog(s) & Vet Details

\*You will not be able to book through the portal.

## Payments

Payment is due at pick-up if cash or check. (prior ok if you prefer)

Due prior to pick-up if CC or Zelle

**Deposits** - We will sometimes require a deposit during high demand periods. Deposits are *non-refundable* and cannot be used as credit towards at future stay. We may not take a deposit initially but if we reach capacity for the dates booked we may send an invoice for deposit at that time.

### **Credit cards** -

- We cannot take cards in person. Pay **PRIOR** to arrival using the “Pay” button in the emailed confirmation or reminder emails you received. If the invoice has had any adjustments we will email the updated version the day before pick-up
- A 3.5% electronic processing fee is applied automatically. It shown clearly as a separate line on invoice. If not paying with CC please deduct it. 😊

### **Cash, Check, Zelle** -

- Deduct the 3% if paying with cash, check or Zelle. The 3% amount is easily viewed on the invoice.
- Zelle - please use our email, campjimmydog@gmail.com or our Main #520-360-5026
- Make checks out to “Camp Jimmydog”

Because we accept a very limited number of guests, we often fill up and turn guests away. This makes the space we reserve for your dog even more valuable. Certainly we understand that things happen and plans change. We do our best to be flexible and accommodating but occasionally the policy below will apply.

At CJD’s discretion:

1. There are no refunds or adjustments for shortened stays without at least 72 hour notice prior to the beginning date of the reservation or changes made during a stay. (Unless prior arrangements were made due to special circumstance)
2. Holidays/Peak times - there will be no refunds for adjustments made within 14 days prior to the bookings start date.

## Contact us

Call or Text:

Main (Kristen/Sahuarita) 520-360-5026 - All scheduling or general questions.

Email: campjimmydog@gmail.com

To contact Burcu at our Vail location - 520-627-3207

\*Policies and pricing above is subject to change