

COVID-19 Thousand Oaks Policy Adjustments and Process Changes

I. Policy Adjustment:

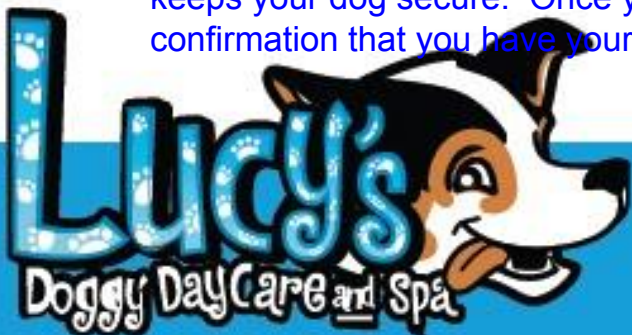
- A. Check in and check outs will be curbside and parkside carpool for big kids.
- B. Lobby closed (Self serve dog wash and tours temporarily suspended)
- C. Reservations required for all services to include daycare.
- D. Credit card on file (Temporarily not accepting cash)
- E. No property with the exception of food and medications.
- F. Interactive Daycare will be “all day play” Monday - Friday with the exception for behavior breaks, heat sensitive pups, geriatric pups and pups that don't self regulate. Saturday & Sunday will be traditional hours (7:30am-12pm & 3:30pm-6pm)
- G. Dogs dropped off for “**Half Day Play**” requesting to be fed will be charged at the full day rate of \$28. These pups will be assigned a run, brought in at 12pm for feeding, take a power nap and return to play at 3:30pm to allow their food to properly digest.
- H. **Boarding “Quick Check In”**: A front desk associate will call you to review any special service request, feeding instructions, recent changes in your pets health and medications in advance for an expedited confirmation signature with a sterilized pen.
- I. Please wear face protection when interacting with Lucy's associates at pick up and drop off.



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II. Parkside & Curbside Pickup and Dropoff Process For Doggy Daycare.

- A. **Big Pups/Large Park Drop Off:** Drive along side the designated big park carpool lane. When a Lucy's associate comes to your car, please step outside your car with your pup secured on a leash. A Lucy's associate will put a thick, chew resistant slip lead around your pup. Once they communicate they have your pup secured on a Lucy's leash, you will be asked to take off the collar so you can take it with you as we are not keeping any property. Please avoid the following restraints: harnesses, gentle leaders, martingale type collars, pinch collars unless needed for safety or medical reasons.
- B. **Small Pups/Playroom Drop Off:**
1. Park in a designated Lucy's parking spot. If no associate is outside to assist you, text listed details to 210-796-3773. (*Parking spot, service, your full name & your pups' name*) You will receive a confirmation text once an associate has begun to process your request.
 2. When a Lucy's associate comes to your car, please step outside your car with your pup secured on a leash. A Lucy's associate will put a thick, chew resistant slip lead around your pup. Once they communicate they have your pup secured on a Lucy's leash, you will be asked to take off the collar so you can take it with you as we are not keeping any property. **Please avoid the following restraints:** harnesses, gentle leaders, martingale type collars, pinch collars unless needed for safety or medical reasons.
- C. **Big Pups/Large Park Pickup:** Drive along side the designated big park carpool line. When close to the gate, walk up to the gated staging area leading to the far right park. Hand the park attendant your pups leash and they will secure them in the staging area. Once secure the park attendant will open the gate handing you your pup. The park attendant will hand you the leash and gain verbal confirmation before releasing their wrapped grip.
- D. **Small Pups/Playroom Pick Up:** Park in a designated Lucy's parking spot. If no associate is outside to assist you text listed details. You will receive a confirmation text once an associate has begun to process your request. Once your pup has arrived outside of your car, please step out and assist associate in putting on your pups collar while the associate keeps your dog secure. Once you have your pup secure, the associate will get a verbal confirmation that you have your pup secure before taking off the slip lead.



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III. Curbside Pickup and Dropoff Process For Boarding.

- A. Pull into an assigned Lucy's parking spot and text listed details to 210-796-3773. (Parking spot, service, your full name & your pups' name) You will receive a confirmation text once an associate has begun to work on your request.
- B. **Drop Off:**
1. When a Lucy's associate comes to your car, please step outside your car with your pup secured on a leash. A Lucy's associate will put a thick, chew resistant slip lead around your pup. Once they communicate they have your pup secured on a Lucy's leash, you will be asked to take off the collar so you can take it with you as we are not keeping any property. **Please avoid the following restraints:** harnesses, gentle leaders, martingale type collars, pinch collars unless needed for safety or medical reasons.
 2. Front Desk Associate:
 - a) A Lucy's front desk associate will simultaneously review your pre-communicated "quick check in" details with you to gain confirmation of anticipated services, recent health history, diet and medication.
 - b) Next the Front Desk Associate will receive any food or medication.
- C. **Pick Up:** After texting your details (see part "A"), an associate will get your pup from the facility. Once your pup has arrived outside of your car, please step out and assist associate in putting on your pups collar while the associate keeps your dog secure. Once you have your pup secure, the associate will get a verbal confirmation that you have your pup secure before taking off the chew resistant slip lead.



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IV. Curbside Pickup and Dropoff Process For Grooming.

- A. Pull into an assigned Lucy's parking spot and text listed details to 210-796-3773. (Parking spot, service, your full name & your pups' name) You will receive a confirmation text once an associate has begun to work on your request.
- B. **Drop Off:**
1. When a Lucy's associate comes to your car, please step outside your car with your pup secured on a leash. A Lucy's associate will put a thick, chew resistant slip lead around your pup. Once they communicate they have your pup secured on a Lucy's leash, you will be asked to take off the leash and collar. We are not keeping any belongings. **Please avoid the following restraints:** harnesses, gentle leaders, martingale type collars, pinch collars
 2. Front Desk Associate: pre-communicated "grooming quick check in" details with you to gain confirmation of anticipated services. If clarification is needed, a groomer will call you to review the specifics of your desired cut.
- C. **Pick Up:** After texting your details (see part "A"), an associate will bring your pampered pup from the grooming department to your car. Once your pup has arrived outside of your car, please step out and assist associate in putting on your pups collar while the associate keeps your dog secure. Once you have your pup secure, the associate will get verbal confirmation that you have your pup secure before taking off the chew resistant slip lead.

