

Frequently Asked Questions:

What are your hours?

We are open 7am to 7pm Monday – Friday and from 9am to 5pm on Saturday and from 9am to 5pm on Sunday.

What if I am early or late?

This is not a guarantee, however if we have someone available, we will try to accommodate. There will be \$15 minimum charge for this accommodation.

Can I take a tour of your facility? Can I just drop in any time to take a tour?

We do offer tours at our facility daily. Our dogs are taking naps from 12:30pm to 2:00pm so we prefer that you come when the dogs are not napping. Tours touring nap times are not as informative because you don't see the dogs at play. You don't need any appointment to take a tour.

Can I bring my dog along for the tour?

Bringing a new dog around the facility will cause too much excitement for the guests currently staying with us. Instead, feel free to bring your pooch in for a half or full day of daycare to find out what we're all about. We definitely want to meet your pup and understand how he/she takes to our facility. This trial daycare is 50% off our regular price.

What kind of paperwork do I have to fill out before my pet can attend daycare or boarding?

You will need to complete the enrollment form, owner enrollment agreement and either accept or decline our Vet Protection Plan. You will need to provide vaccination records meeting our requirements. You can fill these three forms out via our website or from our free 2nd Family Dogs App available from Google Play or the App Store.

Does my dog have to be spayed or neutered?

Yes, if they are over 6 months of age.

Do you have any breed restrictions/exclusions?

No, guests are assessed based on their individual temperament.

Do you have to accept my dog?

The registration forms ask for a behavior history; if your dog has bitten in the past or shown aggressive behavior we may not accept your dog.

When your dog first attends our daycare program your dog will be evaluated to ensure your dog is well suited for the environment. We will introduce your dog to a small play group and observe your dog's behavior and be prepared to intervene if there are any issues during these initial introductions. Assuming all goes well your dog will be introduced to the general full play group.

If your dog exhibits aggressive behavior they will not be allowed to participate in the daycare play groups.

How do I make a reservation?

For new clients, we recommend calling us to make a reservation. You can also make a reservation once you are enrolled with us directly from our free 2nd Family Dogs App available from Google Play or the App Store.

How far in advance do I have to make a reservation?

In general, we recommend making a reservation at least a week in advance to give time for the registration process and a visit to the vet if needed prior to coming for your dog's stay. For all holidays, spring breaks, and summer, we recommend making a reservation at least two to three months in advance. We do, however, accommodate last-minute requests based on availability.

What vaccines are needed before my dog can stay at your facility for daycare or boarding

Rabies (one or three year protocol), Distemper combination and Bordetella (**EVERY SIX MONTHS**). You must provide us with a copy of your dog's vaccination records or have your vet fax us the proof of current vaccines to us prior to admitting your dog to our facility. We also require all our guests to be on heartworm and flea/tick preventative year round.

Taking my pet to the vet is expensive enough when I have to do it once a year, why do you require the Bordetella every six months?

Bordetella: Immunology studies have shown that some vaccines, despite annual booster recommendations by vaccine manufacturers, may not provide adequate immunological protection for the entire year. After the initial series of vaccinations for Bordetella, the booster vaccination interval should be every 6 months if the possibility of exposure occurs throughout the year. We can sell the Bordetella vaccine to you at our site when needed for a charge of \$15.00 per dog. The Bordetella we sell is a nasal vaccine which you can easily administer.

My dog doesn't get along with other dogs. Can he still stay with you?

If your dog is people aggressive and we can't approach him/her, we are unable to accept your dog. If your dog doesn't get along with other dogs we are unable to accept your dog.

I have multiple dogs. Can they stay in the same room together?

Yes, if that is what you prefer.

Is there a multiple pet discount?

Yes, see our pricing information.

How many bathroom breaks does my dog get?

Unless other arrangements are made, our boarding dogs join our daycare dogs with free access to the inside and outside play areas so they have unlimited bathroom breaks from 6:30am to 8pm.

What should I bring when I board my dogs?

It is best if you bring your dogs food in order to keep them on a consistent diet. If you choose not to bring food we will provide a five star premium dog food for a cost of \$3 per day. We provide cots, bedding and feeding bowls so there is no need to bring anything for bedding and feeding except food. If you want to bring your dogs bed or blanket that is ok but we will not be responsible for damage or loss. Toys are permitted but generally are not needed because the only time your dog is kenneled is for feeding, nap time, or bed time. Most dogs are simply too tired to play with toys! Please do not bring anything that could be a choking hazard because dogs are not supervised while in their kennels. We do not accept any type of rawhide treats as they can be a choking hazard.

One of my dogs always tries to eat the other's food and I have to supervise. How do you handle this?

We will separate your pets at feeding times. Please inform us at the time of check-in if your pets need to be separated during feeding times.

What happens if my dog is injured while in daycare or boarding?

Unfortunately there is an inherent risk in allowing groups of dogs to interact with each other. While we do everything in our power to supervise the dogs and make sure all interactions are friendly and dogs do not injure themselves or their playmates, injuries are possible. Dogs play with their teeth and paws. They grab each other by the neck, paw each other in the face and nibble on each other's tails among other things. Cuts, scrapes, muscle strains and the occasional puncture are going to happen regardless of how well supervised the dogs are. We have discovered wounds on dogs even when our staff observed no fighting or rough play. On occasion, fights will break out between dogs. Our staff is trained to intervene with air horns or whistles and most fights are broken up quickly and easily. Moreover, our staff is trained to look for signs that tension is building and to attempt to de-escalate the situation before a fight begins. If your dog is injured while they are with us, regardless of the cause of the injury, unless you have opted in to our Vet Protection Program, you are financially responsible for all veterinary costs. It is a risk you must accept if you decide to enroll in our daycare/boarding program and you must decide if the risk is worth the reward of the socialization and play for your pet.

If a dog is injured or becomes ill and needs to be seen by a vet we will let you know and then take immediate action to bring your dog to the vet unless you prefer to take them yourself.

Why are some dogs placed in time-outs during the day? Aren't they suppose to be socializing the entire time they are in daycare?

The atmosphere in play areas can change dramatically depending upon which dogs are in the play group on any given day. Just one or two dogs are capable of changing the energy level either positively or negatively. If your dog is very excitable they may be placed in a time-out for a few minutes when the action in the play area needs to be toned down. This is for the

safety of your dog, other dogs and our staff. Brief time-out periods are one of the methods we use to keep the play area environment positive and safe.

What happens when a dog misbehaves? Are they punished?

Our reaction to misbehavior depends upon the individual situation. When dogs act out we use the verbal command “NO” preceded by the dogs name. If they continue to act out they will be placed in time-out.

Some dogs that come to our program on a regular basis may begin to feel that it is their own territory. “Good” dogs can exhibit “bad” behavior when a new dog comes in and tries to establish their place in the pack. If they become aggressive we will put them in time-out so that they can settle down. In more difficult cases some dogs may be asked to take a break from daycare for a week or two. Once they return, if the behavior continues, they may be asked not to return. If this happens it does not mean your dog is “bad”. It just means that play care is not an ideal environment for them.

Can I bring in my dog’s favorite toy for them to play with in play care?

Unfortunately, we cannot allow your dog to bring in their own toys for play care. Your dog’s toys are their own and other dogs may be compelled to try to steal them away. This encourages competition between the dogs which we want to avoid. Toys are permitted in the kennels for boarding dogs only.

Should I bring in my dog wearing their own collar and leash?

Yes, please bring your dog in wearing a collar and a leash. When you enter the lobby other dogs may be present. We also want to avoid an unleashed dog from dashing out of the door.

My dog is on medication. Can you administer that while he stays with you? How much does that cost?

Yes. Oral and topical medications can be administered and are \$2.50 per day. Administering injections is \$5.00 per day.

Are dogs separated into playgroups based on size?

Yes, our indoor and outdoor play areas are separated into large dog and small dog areas.

Does someone supervise the playgroups?

Yes

Please do not hesitate to contact us if you have additional questions.