

FREQUENTLY ASKED QUESTIONS

1. What do I need to do to prepare for my dogs stay?
 - Ensure we have up to date vaccine records and emergency contact numbers on file.
 - We ask that you bring more food than they may need in the event that your trip is extended.
 - Please label everything you bring! Bringing a bag to hold your dog's belongings is helpful.
 - MEDICATIONS must be in original packaging for safety and insurance purposes!**
 - We only allow quick release collars in the yards. Please leave your dog's leash with us, but please do not leave us with your dog's harness, or non-quick release collars.
 - Ensure your pet is in great hands and we will ensure they will enjoy their vacation here!
2. Can I bring toys, blankets, beds, food bowls, scoops, etc?

Only their food and leash. We provide everything else they need for their stay. We don't want the dogs to become possessive over their own belongings. *Private room exceptions only*
3. If I pick up my dog up in the afternoon, will I be charged for that day?

Yes. Pickup after 12 pm, is considered a daycare day and you will be charged the current daycare rate. If you have purchased a Daycare Package, we will use 1 package day per dog.
4. If I drop off my dog in the afternoon, do I pay for the day?

Yes, you are charged for each night regardless of the time of drop off.
5. What happens if my dog gets sick or injured?

We have First Aid and Vet Techs on staff. We will assess the situation and if necessary, consult a veterinarian. An incident report will be filed. If first aid care is given in-house and supplies are used, there will be additional fees. If it is something serious enough or if a vet is required, we will contact you as soon as we are able to do so.
6. What if my dog is boarding and a hurricane is approaching?

Clients that hold a "Hurricane Package Membership" have priority reservation. Boarding during a hurricane is never guaranteed unless you have reserved for the Hurricane Package. If your dog is with us and a Hurricane is approaching, we may ask you to pick your dog up if we are limited on space.
7. What if my dog runs out of food during their stay?

We have in-house food we can provide for your dog at a nominal charge. If your dog is on a medical or special diet, you may want to bring extra food. If we know what type of food it is, we can get the correct food from a store, you will be responsible for the cost of food and a \$10 convenience fee. If you come often, we can store your pet's food here for \$15/per month.
8. My dog is on medication. What is your policy on dispensing medications?

We can dispense medication to your dog up to 4 times a day. We charge a nominal fee for this. We and insurance require that all medications and supplements arrive in original prescription/non-prescription containers and must be labeled with medication name, dose, and owner's/dog's name. If we must call the vet for this information, a convenience fee of \$5 will be applied to your bill.
9. What if I can't pick up my dog and need someone else to do it?

We will need the name and number of the person authorized to pick up and they will have to provide their driver's license or other photo I.D. Payment in advance is required unless your designated pickup person will be paying at the time of pickup.
10. My dog came home after boarding/daycare and drank a lot of water. Why is this?

We make sure all dogs get plenty of fresh water throughout the day and night. During our departure hours, many dogs think they are getting picked up and don't think to drink because they are so excited. We have a bowl of water by the exit door so they can drink on the way out.
11. My dog came home very tired. Is something wrong?

There is a lot going on during the day such as playtime, arrivals & departures, etc. Normally dogs nap quite a bit more when they are home vs. when they are here. Resting hard for 2-3 days after staying with us is normal.

13. Can my dog have treats and/or rawhides/bones during their stay?
*Treats are fine, and we normally give these during lunch or during last call (8-9pm). We do not recommend rawhides/bones because we would have to put your dog in a crate (in front of other dogs) and it may cause agitation or choking hazards. *Private room exception**
14. What vaccinations do you require be updated annually? What if my dog is a senior?
Rabies, Distemper combination (can include Adenovirus, parvovirus, parainfluenza, hepatitis,) and Bordetella (kennel cough). We do encourage your dog be vaccinated against the canine influenza, but it is not required. Titers and senior exemptions by vet are acceptable. We also require proof of negative fecal parasite screening test results every 6 months.
15. Will someone be there with my dog 24/7?
We are fully staffed from 7 AM to 4:30 PM and from 8- 9 PM. Monitoring between 9 PM and 7 AM is done by our on-site overnight attendant. Stacy and Kurt (the owners), also frequently monitor the 24/7 security cameras remotely.
17. What is your policy on senior dogs?
Dogs over the age of 10 are considered seniors. Their physical capabilities will determine if they would be considered "special needs".
18. Check in & check out times?
*Drop off 7 days a week: 8 AM to 10 AM or 1:30-3 PM, this allows for plenty of outside time before bed and naptimes.
Pick up 7 days a week: 8 AM to 12PM or 1:30 PM to 4:30 PM.
Closed daily for lunch / naptime 12 Noon to 1:30 PM. NO PICKUP OR DROP OFF DURING THIS TIME. Early / Late times can be accommodated by request and for a nominal convenience fee.*
19. What holidays are you closed? Who takes care of the dogs when you are closed?
New Year's Day, Easter Sunday, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day. Even though we are closed for pickup/drop-off and to the public, we are here taking care of our canine guests! Holiday increase boarding fees will apply for non-members.
20. Why do you have specific pickup & drop-off hours?
We want to spend as much time with our guests as we can. We reserve times for feeding, pool/toy time, amenities, nap time (lunch) and afternoon play time and we structure our days accordingly. These times also help ensure the best experience for each dog as they come or go.
21. How often are the cameras recording or on?
Cameras are on and recording 24/7. Even if a dog gets sick in the room, we can rewind it to see who it was. Unfortunately, we do not currently have the capability to give camera access to clients, but we do frequently post photos and videos of the dogs on our social media pages.
22. Will my dog be crated at night?
No, not unless they are puppies, or you want them crated at night. We may also crate dogs that seem anxious, cannot seem to stop playing, or do not know when it's time to rest. Sometimes crating a dog like this will create a sense of safety and comfort and reduce their anxiety.
23. Emergencies and emergency contacts.
If there is an emergency and you cannot be reached, we will need to contact your emergency contact. Your emergency contact must be local and must be able to pick up your pet if needed under any circumstance.