



FREQUENTLY ASKED QUESTIONS -- DOG DAYCARE

11/01/16: UNTIL FURTHER NOTICE, WE ARE NOT ACCEPTING NEW DOGS.

What are the requirements to attend daycare?

In order to attend daycare, your dog must be all of the following:

- At least 18 weeks old
- Spayed or neutered (if older than 6 months)
- Non-aggressive to dogs and humans
- Vaccinated for Bordetella (within the last 12 months) and for Rabies and DHPP (within the last 3 years)
- Willing to approach and reasonably comfortable being handled by strangers
- Protected from fleas on a monthly basis (oral or topical treatment)

To sign a new dog up for daycare, please follow these steps:

1. Read this information carefully to make sure you understand and are comfortable with our policies
2. Fill out the daycare application
3. Read and sign the daycare contract
4. Make us a copy of your vet records showing proof of current vaccinations
5. Call us at 425-775-7152 to schedule a free, 90-minute daycare trial. Trials are conducted Mondays-Thursdays, between 9:30 am – 1:30 pm. Bring your completed daycare forms and vet records to the trial.

What are the daycare hours? Do I need to reserve a spot?

Our daycare facility is open Monday through Friday, from 7 am to 7 pm. Once your dog has passed the daycare trial, you do not need reservations to attend. You may drop off your dog any time between 7 am and 2 pm. If your dog is new, nervous by nature, or prone to separation anxiety, we do suggest arriving and departing earlier in the day. The heavy stream of departing dogs in the late afternoon and evening can be very stressful to those personalities. Please aim to pick up all dogs by no later than about 6:50 pm, to help us clean and close the facility on time.

How much does it cost?

Daycare rates are shown on the table below. You can purchase individual visits as you go, or receive a discounted rate by purchasing multi-day packages in advance. Because daycare packages are non-refundable, we may advise you to wait until your dog has comfortably transitioned into the pack – typically four to six successful visits - before making that big purchase. Daycare packages expire if you are absent for more than one year in between visits. Packages cannot be transferred or shared between dogs. To receive the additional dog discount, your dogs must reside in the same household and their packages must be bought at the same time. **PACKAGES ARE NON REFUNDABLE.**

	One Dog		Additional Dogs	
Mini Visit (< 90 minutes)	\$10		same	
Single Visit, Half Day (< 5 hours)	\$25		same	
Single Visit, Whole Day	\$35		same	
Package - 5 Whole Days	\$160	(save 9%)	\$130	(save 26%)
Package - 10 Whole Days	\$300	(save 14%)	\$240	(save 31%)
Package – 20 Whole Days	\$560	(save 20%)	\$440	(save 37%)
Half Day Package – 5 Half Days	\$115	(save 8%)	\$95	(save 24%)
Half Day Package – 10 Half Days	\$220	(save 12%)	\$170	(save 32%)
Half Day Package - 20 Half Days	\$400	(save 20%)	\$300	(save 40%)

Anything else I need to know when I come to daycare?

For safety purposes, all dogs must wear a well-fitting, quick-release collar while playing. These collars snap open and closed, and are much easier to get off, in an emergency. If you do not have a quick-release collar, you may purchase one here or elsewhere. If your dog walks more politely in a harness, feel free to also bring him inside with his harness on. We'll take the harness off for play time, and put it back on when you arrive for pickup.

Our lobby can be a very congested place. Not every dog you will encounter in the lobby is friendly. Please look through the door before you and your dog come barging into the face of potential disaster. Your dog must always be leashed, and you must always be holding that leash. (If you use a retractable leash, please lock it into the shortest length possible.) For the safety of everyone, you should not allow your dog to greet other dogs in the lobby. Please also make sure your children know that they should ASK FIRST before approaching other dogs. Help us provide safety and separation by not lingering with your dog inside the lobby for any longer than necessary.

What happens if I'm late picking up my dog?

We have a very strict late policy. You will be charged a \$20 late fee if you do not pick up your dog by 7 pm. After 7:05 pm, you will be charged an additional \$1.00 for each minute until you do arrive. With that said, we understand that sometimes 'stuff' just happens. You are allowed one free late pickup, without charge.

What type of dogs do best in daycare?

We love all dogs, but some are just not made for daycare. A typical dog daycare is loud and boisterous, which can be overwhelming for dogs that are shy, insecure, old, or socially inexperienced. Some dogs enjoy daycare while they're young, but lose interest when they're older. Some are overwhelmed at the beginning, but then settle in. We like to give dogs a chance and adequate time to adjust, before we decide if they're suitable. If your dog doesn't seem to enjoy or benefit from daycare, it's best (and safest) to respect his/her choice.

In general, young sporting breeds (retrievers, spaniels, poodles) tend to do well in daycare. Herding breeds (shepherds, collies, corgis) and terriers can really go either way. The constant motion and crowding may be too stimulating to their natural instincts to police and control others. Dogs with high prey drives, low bite thresholds, dominant personalities, severe separation anxiety, toy/space aggression, or generally poor social skills may also be unsuitable. If your dog is so afraid of people that it won't willingly come to us, we can't in good conscience turn it loose in the daycare yard, knowing we'll only worsen its fears by having to chase it down later when you arrive for pickup.

How many dogs do you typically have? Do you have a separate area for small dogs?

We are fortunate to have one of the largest daycare spaces in the area, including a huge outdoor yard. On average, 50 dogs attend our daycare each day. Our staffing levels are at their highest during the busiest hours (typically, between 10-5), and decrease in the evening, as dogs start to go home. We don't currently separate the dogs by size. There are many small dogs who regularly attend our daycare.

What do the dogs do all day?

It really depends on the dog. Each one will seek out others with similar interests, energy levels, and play styles. Some dogs are dedicated ball junkies. Some live for the moments when the hose is turned on. Some like chasing each other around and around and around the playground. Some patrol the fence line. Some work on their all-star wrestling maneuvers. Some nap most of the day. And some prefer to observe but not engage. The stimulation of a daycare environment is very enriching to your dog's mental and physical state, regardless of how much he actually plays.

Will my dog get dirty?

Yes, probably so. We live in Seattle. It rains; the yard gets muddy. Some dogs choose to stay inside when it's rainy. Many don't. We'd advise you to keep a stash of old towels or blankets in your car, just in case, when you arrive for pickup. There is a toweling off station in the corner of the lobby. Or if you arrive before 5:30 pm and don't require assistance from our grooming staff, you can use our self-wash tubs for a discounted rate of \$10. We think the benefits of a tired dog trump the hassles of a dirty dog. But if you don't agree, don't bring your dog to daycare in wet weather.

Do the dogs ever fight?

Yes, but it's quite rare. Our evaluation process screens out the vast majority of dogs that are not suitable. After that, it's a matter of diligence and experience on the part of our staff. Dogs in a pack will naturally seek order amongst themselves. Minor disagreements resulting from over excitement, shared resources, challenges to the pecking order, and other breakdowns in dog communication are perfectly normal and acceptable, as long as they follow basic rules of good canine conduct. Although these spats can look and sound ferocious to the untrained eye, the overwhelming majority end without bloodshed in a matter of seconds. Our daycare employees are taught to recognize and redirect any behaviors that could escalate into a fight. We're probably stricter about some of these behaviors that you need to be at home, simply because we have so many dogs.

Can my dog get hurt while playing? What happens then?

Yes. Active play can result in injuries, for any species. Most daycare injuries are superficial wounds that do not require a veterinarian. These may include stiffness or minor limping from running and jumping; broken, split or blistered pads, toenails or dewclaws from turning and twisting on pavement; and skin tears, scratches or minor puncture bites from over-exuberant play.

If your dog gets injured in daycare, we will immediately isolate him from the pack to make a judgment call on the severity of the injury. If it appears to be superficial, we may clean or otherwise treat it, monitor him closely from that point forward, and discuss it with you at pickup. If we believe your dog should see a veterinarian, but it doesn't appear to be an emergency, we may call you to arrange early pickup and a visit to your own veterinarian. For true emergencies, we may decide to transport your dog to our own veterinarian (Edmonds Westgate Veterinary Hospital). As soon as your dog is safely there, we will call you. We expect you to immediately contact the veterinarian to take responsibility for treatment decisions and provide full payment. You are responsible for your dog's veterinary bills.

Can my dog also get a bath or haircut on a daycare day?

You can schedule grooming services in advance, if you're looking for a specific day. You can also take your chances by asking upon arrival if there are any grooming slots available that day. Your dog can play in daycare before and/or after his grooming appointment. (If you choose to let him play afterwards, we can't guarantee he'll stay clean and dry.) You'll only pay for a half-day of daycare on those days, no matter how long your dog stays. As a thank-you to our customers, we also provide free toenail trimming for dogs in daycare.

Why can't I go through the door into the daycare hallway?

The door/window looking into the daycare facility is the equivalent of your own front door. What happens when a stranger knocks on your door or enters your house without warning? Your dog goes ballistic, right? Now imagine multiplying that noise and excitement level by 50. Our top priority is to protect the safety of all dogs in our care. We accomplish this by controlling excess excitement and territorial behavior. The barking and leaping frenzy that erupts when strangers enter the daycare or stand peering into the window can quickly escalate into bad behavior or even a fight as dogs jockey for position and release pent-up frustration.

Why do I need to treat my dog for fleas every month if he's never had them?

If you've ever dealt with an infestation of fleas in your household, you understand painfully well how difficult, expensive, and time-consuming it can be to fully eradicate them. Hundreds of dogs from all different backgrounds come through our doors each week. If your dog is treated for fleas every month, he stands an excellent chance of not being affected by others who might be infested.

Do you have any breed restrictions?

We reserve the right to refuse daycare services to any dog, for any reason. However, we determine a dog's suitability for daycare based on his behavior, not his breed. If you're not comfortable having your dog around any specific breed, you should not bring him to our daycare. With that said, we recognize that some breeds are genetically inclined to be dog aggressive, once they reach sexual maturity. And certain other breeds have a personality and/or playstyle that can be problematic in a large pack. All dogs will be evaluated for temperament and appropriate social behavior, during their daycare trial, and throughout their enrollment.