**WAK-9 Boarding and Daycare FAQ**

1. What are the hours of operation for Boarding and Daycare?
	1. Boarding Hours of Operation: 24/7
	2. Daycare Hours of Operation: 7 AM- 5 PM
2. What if I would like to pick up my dog before or after hours of operation?
	1. While we run our business 7 AM- 5 PM, we provide 24/7 care for all boarding animals.
	2. Out of courtesy for our own personal schedule, we request that all day care or boarding dogs have schedule pick up and drop off times during Day care Hours of Operation.
	3. Pick ups/drop offs outside of Boarding Hours of Operation will maintain a $20 additional charge.
3. What if an unseen situation happens, and I am late for pick up or drop off. Will I be charged?
	1. No. We ask that clients let us know ahead of time if they anticipate late arrival for pick up or drop off.
	2. Any no show/no call will be charged $20 or an overnight fee of $40 if the dog is not picked up until the next day.
4. Why do you require payment up front?
	1. Unfortunately, we have had pet parents drop off their pets with us never to return. This is a sad reality of pet parenting. Pet parents often look to find a safe place to leave their pets rather than the shelter or other unsafe situations when they are unable to continue care of their animal. We understand and empathize with pet owners, however our facility is not designed for pet rehoming.
	2. As a result, the cost of food and vet charges does add up, and WAK-9 assumes these charges. In the event something unforeseen would happen, we then have the financial means to care for your pet until they can be picked up by you or your family or rehomed.
	3. If the total cost of stay is above your means to pay up front, please let us know, and a payment plan can be created to fit your needs.
5. What will my dog do while in your care? Will they be locked in a kennel the whole time?
	1. No, we do not lock our daycare nor boarding dogs up 24/7.
	2. Daycare dogs do get more freedom and time outside (Rule of 2-2: 2 hours in, two hours out). Boarding dogs may spend time with daycare dogs following this rule if they are deemed safe after an assessment by our principal dog trainer.
	3. Aggressive dogs will not be allowed to play with daycare or boarding dogs. They are provided a separate yard with designated time outside using the Rule of 2-2.
	4. Rule of 2-2: Dogs will be outside with playmates if deemed safe for 2 hours and then back inside the facility (not kenneled if deemed safe; kenneled if aggressive).
6. Why does your daycare provide rest breaks? I want my dog to be tired when they come home!
	1. We promise your dog will be tired! Much like toddlers, dogs need designated rest breaks. Overtired and overstimulated dogs can result in dog fights.
	2. As a facility focusing on behavior modification, we will never push your dog to the limits of overstimulation or overtiredness. If your dog is “done” with play prior to two hours, we will allow them a safe place in a kennel or inside the facility.
	3. All dogs will be required to break at 2 hours of play, in to rest for 2, and then back out again throughout the day.
	4. We pair your daycare or boarding dog with playmates they get along with. We have five yards so we can separate dogs by personality and behaviors. Our largest yard has grass and plenty of play area, so your dog will romp and play with many dogs throughout the day. Toys are provided for a fun day!
7. How do you prevent illness at your daycare/boarding facility?
	1. We have strict cleaning protocols that take place prior to daycare and boarding clients arriving as well as during the day when clients depart, and at the end of the day when clients leave. We can provide these protocols upon request.
	2. We require all animals be vaccinated to the fullest depending on age of the animals and requirements as recommended by your vet.
	3. If you animal is sick, we request you keep them home until they are feeling better (and/or at least 24 hours since their symptoms have resolved).
	4. If we notice your animal is sick here, we will inform the other daycare/boarding owners and monitor other animals staying here as well. Our goal is prevention and removing any opportunity of spreading illness. We will then let you know to pick them up if able or quarantine them if indicated.
	5. We do have communal water dishes for animals playing outside, however these are cleaned routinely after business hours.
	6. As a disclaimer, no doggy daycare or boarding facility can entirely mitigate illness. Dogs communing together
	7. It’s much like children in school—the potential for a Petri dish of infection. However, we feel that with our cleaning protocols in place, the benefits to your dog coming here outweigh the risks of illness.
8. What if my animal is sick or gets hurt?
	1. We require all daycare and boarding clients to list their veterinarian of choice on your dog’s paperwork.
	2. We will call you to discuss first if able, and then take your animal to the vet if you request.
	3. If we cannot reach you, we will reach out to our local veterinarians and techs on call to discuss a plan of care that is recommended.
	4. If it is a minor illness, we will ask you to pick up your pet or quarantine them until they can be picked up.
	5. All clients involved with your pet during daycare/boarding that may have encountered your dog (if serious illness is found), will be notified.
9. My dog is aggressive! Can I bring my dog to your facility?
	1. Yes! Our principal trainer specializes in behavior modification, and all dogs who come to our facility are required to have a behavior assessment prior to interacting with other dogs.
	2. As mentioned above, your dog can spend time in a yard alone, kennel, or inside separated from other dogs.
	3. If we are able to remediate behaviors, your dog may be able to spend time with other dogs with management and supervision.
10. What if I want my dog to board and train?
	1. Absolutely! Our principal trainer can provide training to your dog while boarding or during daycare here at our facility. There is an additional charge for board and train dogs. Please see our fee schedule on our website: wak9training.com