

**FREQUENTLY ASKED QUESTIONS –** **oVERNIGHT cARE**

**What are the requirements to attend daycare/overnight care?**

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

* At least 16 weeks old
* Spayed or neutered (if older than 9 months)
* Non-aggressive to dogs and humans
* Up to date on vaccinations for Bordetella, Rabies, and DHPP (it is your responsibility to keep us updated with this information)
* Bordetella is required to be given every 6 months. We will give you a 30 day notification via email prior to the expiration date we have on file so you can get in with your vet. Otherwise, we can give the intra nasal vaccine on site if you choose.
* Willing to approach, be approached, and comfortably handled by strangers.
* Protected from fleas on a monthly, year-round basis (oral or topical treatment)
* Have passed a trial for the service you are requesting

To sign a new dog up for an overnight care trial, please follow these steps:

1. Read through this handout, and the Assumption of Risk Contract carefully, to make sure you understand and are comfortable with our policies and expectations.
2. Request an overnight care trial appointment by following the instructions under the overnight care tab at our website: bluecollardoghouse.com.
3. Make us a copy of your vet records showing proof of all required vaccinations.
4. Upload your vaccine records in your customer portal created during your application (gingr) or email them to us at bluecollardoghouse@gmail.com.
5. Note this is an appointment request and you must wait for us to confirm the appointment. This typically takes 2-4 days.

**How does overnight care work?**

Overnight care will simply be an extension of our daycare services and will be kennel free. All our dogs that are here after 7pm, be upstairs where we have a 1000 sq ft living/bedroom-like area set up including a Queen-sized bed, cots, and a potty station so that way the dogs that have a harder time with the stairs will only need to go up and down them at drop off and pick up. All dogs will always have free range of the room, so it is important to let us know how your dog handles being around other dogs. During the day the daycare approved dogs will go downstairs. Not all of our daycare approved dogs are comfortable with multiple full days in a row so we will be keeping a close eye on them as well and rotating them between downstairs and upstairs as needed. If your dog is approved for boarding and not daycare, we can try them out in daycare their first weekday morning here but can’t guarantee that they will be a good fit for our downstairs active daycare yards.

**How do we evaluate dogs during their overnight care trial?**

The trial will last about 60 minutes, and the goal is to see if your dog will be comfortable being around 10-15 dogs. We will spend the trial making sure your dog is comfortable with us handling them and are okay being around the other pups while off leash. We also have a set of stairs that they will have to be able to go up and down. Due to this we may unfortunately not be able to accommodate all senior dogs. If you know that your dog isn’t a fan of other dogs, please let us know ahead of time, as we may not be the best fit. If your dog passes our trial, then you are free to move forward with booking a reservation for overnight care! Please note that passing this type of trial does not approve your dog for our general daycare as that is a much more active play setting. Trials must be picked up at the end of their designated hour, but we may call you to pick them up ahead of time if your dog is struggling. The cost of the overnight care trial is $20, and you will not be charged if your dog does not pass.

**Do you have staff monitoring 24/7?**

Absolutely! We will have a staff member watching over your pups at all times to ensure the high standard of safety.

**Will you require a deposit?**

Deposits will only be required for holiday periods, this will be a 50% deposit which we will contact you to collect 30 days prior to your reservation.

This deposit is fully refundable if reservation is cancelled more than 7 days prior to check in. It is 50% refundable if your reservation is cancelled between 72 hours and 7 days prior to check in. Any reservation cancelled less than 72 hours prior to check in will forfeit their deposit.

**What are the drop off/pick up hours?**

As we will have somebody on the premise 24/7, drop off and pick up will be allowed anytime between 7am and 10pm. If you need time outside of that window, please let us know and we may be able to accommodate you.

**Anything else I need to know when I come to daycare?**
Our lobby can be very congested, and not every dog you encounter will be friendly. Please look through the door before you come inside to avoid any unnecessary confrontations. Your dog must always be leashed, and you must always be holding that leash. (Please lock retractable leashes to a short length.) 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 to ASK FIRST before approaching strange dogs. To minimize potential entanglement during play, all dogs in daycare/overnight care must wear a well-fitting, quick-release collar. 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 does better in a harness, please bring him inside with his harness on. During daycare play, only a collar is permitted along with a jacket if you are ok with it getting dirty! We kindly ask that you remove any harness and keep that along with your leash with you. It can be tricky having 40-50 leashes in one area, which is why we feel it is safer in your hands!

**How much does it cost?**

Since overnight care is an extension of our daycare it will follow a similar pricing structure. The fee will be $75 for every 24 hours. Anything over 24 hours will be charged the same as our daycare rates shown in the table below. This fee structure allows us to be super flexible with drop off and pick up times, so you won’t have to rush around to drop off or pick up your dog at a specific time.

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| **DAYCARE**  | **Rate** |
|  Mini Visit (< 90 minutes) | $20 |
|  Single Visit, Half Day (< 5 hours) | $40 |
|  Single Visit, Whole Day (> 5 hours) | $50 |
|  Overnight Care (12-24 hours) | $75  |

Ex. If Fido is dropped off Monday at 7am and picked up Wednesday at 10am the fee would be $190. (2 overnight care days and a half day).

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

In our overnight area there will be around 10-15 dogs with a max of 20. The space is 1000 sq ft and we will have plenty of space for each dog, but there won’t be a separate space for small dogs.

**Do I need to bring my own food?**

You will be required to bring your own food. We will have Purina Pro Plan Sensitive Skin and Stomach in case of emergencies, but since the stress of staying outside of their home can cause tummy issues on its own, we don’t want to make that worse by switching their food as well.

**Will my dog be separated for feeding?**

While we are kennel free, we will have kennels so that way everybody can be fed separately and given ample time to rest on their own after eating. We won’t have enough kennels to feed everybody at the same time so if your dog doesn’t eat in the time given, we may have to switch them out with a different dog but can try again when the rest of the dogs are done eating. It is important to note that it isn’t uncommon for dogs to not want to eat, especially on the first day or so, but we will keep you up to date on any issues that we run into!

**Can I bring my own medications?**

Yes, you can of course bring your own medications! The only thing important to note is we only have certain people that are trained to give injectable medications such as insulin so please include that on your overnight care reservation so we can ensure somebody will be available to give those medications.

**Can I bring my own items for my dog?**

Unfortunately, due to the nature of being kennel free, we won’t be allowing clients to bring in personal belongings. Dogs can be extremely protective over their own stuff, and we can’t guarantee that another dog won’t try to take it from them. To avoid both conflict and damage to your belongings we won’t be allowing you to bring anything outside of food and medication with your pup, but we will make sure that they have plenty of access to toys and blankets!

**How will I know how my dog is doing?**

Feel free to reach out to us at anytime time to see how your dog is doing! We want everybody to feel comfortable while your dog is staying here and are happy with check ins at any time. Unfortunately, we don’t have the ability to do live feeds, but we will be sending regular updates via report cards during their stay and can also schedule video calls if you would like!

**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 punctures from over-exuberant play. If your dog gets injured in daycare, we will immediately isolate them from the pack to assess the severity of the injury. If it appears to be superficial, we may clean the wound, monitor them closely from that point forward, and inform you via call or text. If we believe your dog should see a veterinarian, but it doesn’t appear to be an emergency, we may call you or your emergency contact to arrange early pickup and a visit to your own veterinarian. For true emergencies, we may decide to transport your dog to the closest 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 and 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 during their stay?**

Yes, but our grooming appointments are booked separately, and we cannot guarantee availability during your stay.

**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 trial, and throughout their enrollment.

**Do you restrict certain behaviors?** While this is a complex question, the short answer is yes. If you have a dog who exhibits excessive barking, herding, resource aggression/anxiety, or other behaviors that could be problematic in a group setting, please understand that this is not the best environment. This means that if your dog does not appreciate other dogs in their space during this time, this may not be the best place for your pup.