

Common Boarding Questions & Answers

Q: What is the latest time I can bring my pet in for boarding?

A: Please bring your pet in for boarding no later than one hour prior to close. This will ensure we have plenty of time to get your pet settled in for the night.

Monday-Thursday by 6pm, Friday by 5pm, Saturday by 4pm and Sunday by 4pm.

Q: Do I need to fill out a boarding form everytime I board my pet?

A: Yes. This will allow our staff to fulfill all your pets needs which may change with each visit.

Q: What time do I need to pick my pet up from boarding to avoid a late pickup fee?

A: The late pick up fee will apply to pets going home after 3pm. This fee does not apply if your pet is in daycare or being groomed on the pick up date. This fee is subject to change without notice.

Q: Can my pet get a bath or grooming while in boarding?

A: Yes. Baths are required for dogs who stay more than one night, however you may request a bath for your dog if they are here only one night. Grooming your dog will need to be scheduled in advance with the grooming department.

Q: Do I need to bring bedding?

A: No, we will provide extra comfort in the form of blankets and bedding based on the needs of your pet.

Q: Do I need to bring bowls and other supplies to feed my pet?

A: No, we will provide stainless steel bowls for feeding. If your pet requires a slow feeder bowl then we would suggest you bring it. We also recommend that you bring your pet's own food to help avoid gastrointestinal upset during the boarding stay.

Q: What happens if I need to extend my pets boarding and my pet runs out of food?

A: If it is a food we sell, the appropriate diet will be invoiced on your account and the remaining food will be available for you to take home, otherwise we will feed Science Diet Sensitive Skin & Stomach.

Q: How many times will my pet be let outside?

A: The Animal Care Technicians will let your pet out into the walk yard three times a day. You can add another trip to the walk yard by selecting it on the boarding form. Additional fees will apply.

Q. Will my pet be in a kennel all day?

A..The standard boarding package includes three Stretch-The-Legs outings in our walk yards. We offer Crate Escape Daycare for dogs at an additional fee. Dogs must pass a temperament test to participate. Daycare is available for six hours a day. During this time your dog will get to socialize and play with other dogs of similar temperament.

Q: Can I use my daycare punch card while my pet is in boarding for daycare?

A: Yes, but we suggest selecting the boarding Stay & Play option on the boarding form. It is at a discounted rate so you can save your package days for another time.

Q: Can I board my pet that has medical or special needs?

A: Yes, medications need to be in their original containers (refills available as needed), and depending on the special need a medical boarding fee may apply.

***We will NOT accept any bedding or articles of clothing.