



TOP 10 Questions You Should Ask When Boarding Your Pup

When choosing to board your pup, you want to ensure the chosen facility is the one best suited for you and your dog. These ten questions are essential to consider and will help guide you in your decision.

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Will my pup be able to play both indoors and outdoors? How often?

Many resorts have outdoor facilities where they can let dogs out to relieve themselves, but you don't want your pets exposed to the elements at all times. Someone should take your pup out a minimum of 3-4 times in 24 hours. Ask the staff about the times they take the dogs out and for how long.

How secure is your facility?

You may want to check in on your pet while you're gone, and webcams allow you to monitor what's going on. Make sure you have access to this option.

How do you clean and sanitize the resort?

We recommend you make a visit to the facility and ask for a tour to see for yourself. Ask to see where your dog will spend most of his/her time. Be sure to use your senses while you're there: Does it look clean? Does it smell clean?

How is your facility climate-controlled?

Your pup has been spoiled at home, and you want to be sure they will be just as comfortable when they are away. Ask questions about how the facility manages its temperature.

What is your pet play ratio?

More humans chaperoning means someone is more likely to notice if your dog is hurt or otherwise needs extra attention.

What other activities do you provide for my pup?

Many resorts offer additional services for a fee, such as brushing, washing, training, nail trimming or extra play time. Some facilities also offer playgroups your pet may enjoy. It's important to know what your pet will be doing while you are away.

What are the costs to board my pup?

When deciding to board your pup, it's important to have all the costs involved broken down. There may be a set fee or up charges added for special services. You don't want any surprise charges added to your bill when you come back to pick up your pup.

What is your resort availability?

Many resorts, especially during holidays, are booked weeks or months in advance. Make sure you know how far in advance you need to book a stay.

What is your training and certification criteria for team members?

Many things can happen throughout the day. It is essential for the people taking care of your pet to have the proper training and certifications to handle any situation that may occur.

What happens if there is an emergency in the middle of the night?

You want to ensure that the people taking care of your dog know what to do in a medical emergency. Also be sure to confirm there is transportation available at all times to take your dog to the veterinarian in case of an emergency.

Your First Visit is FREE*

*One daycare visit or up to 24 hours of boarding



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