

FAQs About Boarding at Chrissy's

(Frequently Asked Questions)

- 1. What are the requirements for dogs staying at Chrissy's?** All dogs must have written proof of current vaccinations (Rabies, DHPP, Bordetella), written proof of a clean fecal exam (within 1 year), and be on some form of Flea, Tick, and Heartworm preventatives. If you present a Certificate of Health from your veterinarian, it must give a detailed listing of each vaccination your dog received. **We do not take aggressive dogs.** Your dog should be people and dog friendly, and relatively free of food or toy aggressions. Dogs over 7 months of age must be housebroken. We require all dogs to visit us at our facility (done by appointment) prior to their stay so we can evaluate temperament and determine whether or not we think the dog would be a good candidate to stay at Chrissy's.
- 2. Why does a staff member have to meet my dog prior to staying?** Meeting a dog prior to its stay with us is a vital and necessary part of ensuring a safe environment for all guests where this unique type of boarding is concerned. Keep in mind that **Kennel-Free boarding is not ideal for all dogs**, but we will do our best to properly analyze each candidate. We evaluate such things as temperament, behavior, and aggression. We realize that all dogs are individuals and can act up or not be on their best behavior during the meeting, but our staff members are trained to look for specific items, so your dog is not expected to be "perfect" upon presentation.
- 3. What is the general chain of events after a Chrissy's staff member meets my dog?** In most cases, at the time you visit us with your dog, the dates you requested are only pencilled in our appointment book. When you get home, carefully look over the paperwork you were given and check for accuracy (especially that we have the correct dates you're going away and phone numbers where we can reach you). If you decide you would like to leave your pet with us while you're away, it's important to call us and let us know for sure so we can pen your dates in to firm them up. If you fail to call or at least let us know for sure at the time of your visit, you may lose the spot. After your dates are firm, you will receive a confirmation call anywhere from 1 to 3 days prior to your dog's scheduled arrival date to let you know we are expecting your pet.
- 4. What exactly do I need to bring at the time I drop my dog off?** You will need to bring your deposit (1/2 of the total listed on the "Estimated Payment Breakdown" form), all signed paperwork (Enrollment Form, Medical Authorization Form, and Policies & Requirements Form), and written proof of vaccinations / written proof of a clean fecal exam. Don't forget your dog's food. You can also bring your dog's crate or bed/pillow for sleeping. You can send over toys, but please don't bring any valuable or meaningful items, as we cannot be responsible for toys that get lost or destroyed. Remember to administer flea/tick/heartworm medications prior to your pet's arrival. If your pet's next dosage will fall on a day the pet will be with us, bring the next dose of flea/tick/or heartworm medication and we will administer it for you (no extra charge). Do not assume we will just "let it go" if your pet is missing any of the required vaccinations - especially the Bordetella, which is not one of the usual vaccinations dogs receive at their yearly check-up (you must specifically ask your vet for this vaccination). We take vaccinations very seriously and reserve the right to refuse any dog not fully vaccinated, so please... **MAKE SURE YOUR PET IS FULLY VACCINATED AND HAVE PROOF!**☺
- 5. Do I need to bring bowls, food, or treats for my dog?** Bringing food is now mandatory. Bowls are optional. We have many different types and sizes of bowls, but if you feel your pet will be more comfortable using his/her own bowls, then bring them along. Glass or ceramic bowls may get broken or damaged, so it's best to bring plastic or metal bowls. Be sure to pack enough food for the entire time your dog will be with us **PLUS EXTRA**. We cannot tell you how many times our clients have been unexpectedly delayed, flights cancelled, etc., due to bad weather or some other unforeseen reason. We do have food on hand if you run out, but stomach upset can occur if an animal's diet is suddenly changed. When bringing food, there's no need to bring the entire bag of dry dog food. A smaller plastic container or Ziploc bags with each meal measured out works best. If your dog is on a special diet, we will feed whatever you provide per your instructions. Treats are another optional item. We usually have a variety of treats on hand, some of which may include Meaty Bones, Greenies, ALPO Variety Snaps, Corn-Starch chewies, pig ears/rolls, and all different shapes and sizes of rawhide bones. If you want your dog to only have specific treats, you must bring them, and if your dog is not supposed to get any of our treats, please make sure you clearly state that on your dog's Enrollment Form.
- 6. What is a typical day at Chrissy's like?** A typical day at Chrissy's varies a great deal. Much depends on the time of year, your dog's personality, the other dogs that are staying here, etc. Obviously we try to keep the dogs well exercised so they are happy and tired at the end of the day, which means a good night's sleep for everyone. Because there is rare confinement, it's a pretty safe bet to say your dog will be moving around & playing for most of the day, whether it's with other dogs, toys, humans, or a combination of all. We try to group dogs together that have similar energy levels and /or in the same age proximity. Weather permitting, we try to exercise the dogs outdoors as much as possible. On any given day, most dogs are socialized with all of the other dogs on premises unless there is a problem with certain dogs not getting along. In those cases, the dogs that don't get along will be kept separate from each other and are exercised separately as well. Outside runs are only used for dogs that enjoy that type of outside leisure time. In warmer months, we do not leave dogs in outside pens during the hottest mid-day hours, nor are dogs put in the outside pens for long periods of time during Winter months. In Winter, we still try to keep play time for the most part outdoors depending on temperature and breed of dog - we just take more indoor breaks. Dogs are also permitted to play in the snow - again depending on outside temperature and breed of dog. Most dogs love the snow! ☺. Dogs are typically not caged or crated during the day unless it's feeding time, an owner specifically requests it, or for certain safety reasons. Our building is climate controlled - heated in Winter and air -conditioned in Summer.
- 7. Is staff monitoring the animals overnight?** **YES.** All animals are unpredictable and need to be supervised by humans continuously. Chrissy's Castle of Critters prides itself on safety, and dogs are not left alone unattended overnight unless they are from the same family and the owner requests them to sleep in the same pen together. We have staff on premises all day including overnight, after normal business hours and on holidays. If for some reason we have to be in another area and can't keep an eye out, all dogs are briefly placed in separate holding pens.

Chrissy's Castle of Critters

(FAQ's - Page 2)

8. Where will my dog go to the bathroom? We encourage all dogs to empty outside as much as possible, so our dogs are taken outside many times throughout the day, either hand-walked alone or taken out in groups (puppies are taken out more often - as much as once an hour depending on the age of the dog). All adult dogs are expected to hold their bathroom at least 4 hours, and those who continue to 'mark' or relieve themselves inside the facility despite being taken out will be re-evaluated at the conclusion of the stay to determine if the dog will be allowed back.

9. Where will my dog sleep and what sleeping items should I bring? Sleeping arrangements vary a great deal with this type of boarding, and much depends on your dog as well as the other guests we have at that time. All dogs not from the same family are typically separated at night, but there are times we do "group" sleepovers - again depending on the personalities of the dogs being boarded. There is human supervision 24/7, so even if dogs are sleeping in a group, someone is always on hand monitoring the animals. To ensure that your dog is as comfortable as possible, you should basically try to bring whatever your dog sleeps in/on at home. If your dog is used to being crated at night, bring the crate as well as all bedding you keep inside of it (check with us first to see if we have a comparable crate available for the time frame your dog will be with us which saves on having to cart yours back and forth). If your dog is not crated at night but sleeps on a pillow or a blanket, bring that item. Anything you feel would make your pet sleep more comfortably should be brought along. Depending on how many dogs are here at the time, we try to put each dog in a suitable place, whether it's in a crate, in a pen, on their bed or blanket, etc. so they sleep well. All puppies are crated at night for safety.

10. Can I have my dog groomed while I'm on vacation or while he/she is in doggie day care? Yes! And it's a great convenience as well! Many clients request that their dog be groomed a day or two before they return from vacation so they come back to a clean dog. Clients also drop their dog off in the morning, leave the dog for a day of fun and playing, then at some point in the day the dog is pulled out of play and groomed so the owner picks up a clean, tired, HAPPY dog!© We also offer just baths - nothing more than a good old fashioned scrubbing. Ask a staff member about rates for these convenient services.

11. General Rules The General Rule is there IS no general rule. Each dog is an individual with specific needs and we try to make each dog as comfortable as possible while in our care and do whatever works for that particular dog. There are, however, some basic rules we try to stick to: We do not feed dogs together (all dogs are separated at meal times), we do not give treats/bones to dogs at the same time unless the temperament of all dogs involved is known. Dogs are not left alone together unless, as stated above, the dogs are from the same family such as when sleeping in the same pen overnight. Although this is not a typical boarding facility and our dogs are running around as if they were in a home environment, we do not "feed dogs from the table" and we do not give human food to any dogs unless we are specifically instructed to do so by the owner and the owner provides the human food.

12. Can I call or e-mail while I'm away to check on my dog? Absolutely!© Call any time during normal business hours and speak to a live person to get an update, or if you call after hours or leave a message on the answering machine, all calls within the United States will be returned within a few hours that day or the next morning. Unfortunately, we cannot return calls overseas, but if you arrange a date and time you'd like to call us for an update before you leave the country, we will be by the phone at the agreed-upon time to give you an update on your pet. We also give e-mail updates if that is a more convenient way for you to check on your pet: Chrissycastle65@aol.com.

13. Are there any additional costs involved - like to give medication or for treats/attention/extra walks? No extra costs - our daily price includes all aspects of taking care of your pet, whether it's giving medication, giving special attention, playing with your dog, several walks per day, etc. However, if you call and request us to pick up forgotten items or your pet is in need of medical attention while you're away, additional costs will apply and owner is expected to pay all extra costs involved at time of pickup unless other arrangements have been discussed.

14. What can I do to make my dog's first boarding visit a stress-free one? A great way to help ensure your dog will be less stressed the first time he/she stays with us is to bring the dog for a short visit prior to your longer trip. We suggest an overnighter or a doggie day care session so your dog becomes familiar with our staff, with our facility, and becomes accustomed to an environment with other dogs. The stay is a shorter one so the second time your dog is brought here when you actually leave for a trip, your dog will better understand that he/she will eventually be picked up again and will hopefully be less stressed. You can also do the usual things like bring your dog's bed, blanket, toy, etc. - items that are familiar.

15. Are there specific days/times/hours that pets cannot be dropped off or picked up? Since we have staff here 24/7, we try not to put very many restrictions on when you can drop off or pick up your pet. If you will be dropping off or picking up during normal business hours, no special arrangements need to be made; however, if you need to drop off or pick up during non-business hours, prior arrangements need to be discussed in detail with a staff member. Please keep in mind that pets staying at our facility sleep better the first night if they have been here for a few hours before bed time, so try to make drop-off before 6pm whenever possible on the first day. There is only one rate per day, regardless of the time you drop off or pick up your pet. The advice we offer our clients to make the most of their dollar is to drop their dog off in the morning and pick him/her up in the late afternoon or early evening. We ask that you call about an hour before you pick up your pet so we can have his/her personal items all packed up, paperwork completed, etc. which makes check out easier and faster.

16. Can I just drop by Chrissy's any time for a tour or visit? Unfortunately, no. For the safety of all the animals at our facility, we cannot allow unscheduled visits. The unexpected arrival of visitors may result in one or more of our guests or a staff member getting injured. But we'd be happy to accommodate you if you call and make an appointment first!©

FYI: All animals at Chrissy's are fully vaccinated at all times. The vaccination history of any animal is available upon request. Our goal is to provide a clean, fun, happy, healthy, and most important - SAFE environment for all animals we care for. We are an active member of both Pet Sitters International and The International Association of Canine Professionals and we are fully insured and bonded.