



FAQs

❓ Are you insured?

Yes, Dogtastic Daycare is insured professionally with specialist animal trade insurers. Our insurance covers public liability, daycare, custody and control.

❓ Are you licensed?

Yes, we are licensed under the Animal Welfare Activities Regulations 2018 and have recently been awarded the highest possible **5 star** rating.

❓ Can I meet the team and see the facilities before sending my dog?

Yes, by all means come and see the daycare, meet the team, ask questions, see exactly where your dog will spend their days. Give us a call or email to arrange an appointment.

❓ Do you only accept well-trained dogs?

No. In fact, one of the reasons people choose to send their dogs to us is that we can help with training. Many owners have noticed improvement in their dog's behaviour after attending the daycare centre. However, we only accept social dogs that have no history of aggression. We also offer bespoke 121 training with our canine behaviourist for any issues your dog may be experiencing.

❓ Will my dog be supervised at all times?

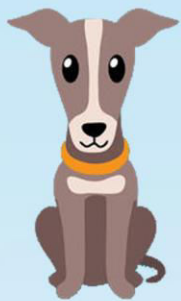
Yes. Your dog will be under constant supervision by our experienced team, and will NEVER be left unattended.

❓ Can dogs stay at the daycare centre overnight?

No. Dogs cannot stay at the centre overnight. We are open until 6pm, with our last collection time at 5.45pm.

❓ Do you offer daycare on the weekends and bank holidays?

No, we only operate from Monday-Friday (excluding bank holidays). We close between Christmas Eve and New Year's Day inclusive.



❓ **Do we have to pay upfront?**

Yes please, either by cash or via bank transfer prior to your dog's session.



❓ **Can we pay for a few sessions?**

Yes, we invoice every two weeks in advance of sessions for multiple week bookings.

❓ **Is there a minimum or maximum age for dogs?**

No, we can accommodate all ages at Dogtastic Daycare. If you have a puppy they can join our Paw Prints Preschool, which focuses on desensitisation, socialisation, and basic training. For our more mature dogs we have plenty of options for relaxation, including a rest room where they can put their paws up, relaxing massage, aromatherapy or just simply lots of lapcuddles once they have finished exploring for the day.

❓ **Does my female have to be spayed?**

No, but if an adult female is on heat, we ask that parents refrain from bringing them to the daycare during this period.

❓ **Does my male have to be neutered?**

No, providing unneutered males over one year of age behave in a polite manner within the pack environment. For unneutered, hormonal males we can offer playdate options instead until they are neutered.



❓ **Do you feed dogs at the centre?**

We welcome puppies to bring a packed lunch with them. If any adult dogs need to eat during the day for any reason, they can also bring a packed lunch. However, we advise all dogs to have breakfast before attending the daycare and/or dinner when they return home in the evening. Water is readily available to every dog throughout the day, and treats may be given during training (with parental approval).

❓ **Can my dog just come for one session?**

Ideally not. We welcome regular attendees, so dogs maintain their social bonds within the pack.

❓ **How many dogs can I bring? And is there a discount for more than one?**

If you are a multi dog household, we welcome all of your little ones (and big ones alike) providing they all take part in a trial session. We offer discounts for multiple days in the same week rather than for multiple dogs.

❓ **Can I just bring my dog to you at short notice?**

Providing the dog is registered and known to us, yes by all means, but we ask that you text message (or phone) to inform us at your earliest convenience with a minimum of an hour's notice, providing we have space available.

❓ **Is the Kennel Cough vaccine compulsory?**

No. Although the Kennel Cough vaccine provides some protection, it is now ineffective against new strains of the virus and therefore is no longer compulsory.

