

# Frequently Asked Questions

## **Q. Can I get a tour of your facility?**

A. Yes, we strongly encourage you to come in and visit Dog Town. Please call to schedule an appointment for a tour at 603-868-3647 or email [info@theyellowdogsbarn.com](mailto:info@theyellowdogsbarn.com).

## **Q. Will my dog get to play with other dogs while staying at Dog Town?**

A. All of our guests are encouraged to enjoy playing in our dog daycare Monday thru Friday. All dogs who wish to participate in daycare are required to attend a no-charge evaluation day prior to boarding with us. Please call or email to setup an appointment.

## **Q. What if my dog is not dog-friendly?**

A. Dogs who do not participate in our dog daycare program will have a minimum of three one-on-one play-times through-out the day with one of our exceptional dog loving staff members.

**\*\*Please note:** We reserve the right to refuse boarding to pets that are overly aggressive or have severe behavior problems.

## **Q. Can my dog have a bath while being boarded?**

A. Baths/grooming must be arranged **at least 2 weeks** prior to boarding during peak boarding times.

Dogs staying 7 nights or less will receive a 10% discount on grooming fees.

Dogs staying more than 7 nights will receive a 25% discount on grooming fees.

Free nail trims for stays of any length.

## **Q. Do I need to bring my dog's food and/or treats?**

A. Yes, because a sudden change in your dog's diet may cause digestive trouble, we require that you bring your dog's food along.

**Food:** Please measure out the amount of food that your dog will need while staying at Dog Town. Dog food should be pre-bagged in meal-sized portions in zip lock bag(s) or airtight containers, labeled with your dog's first and last name. (It's always a good idea to pack an extra meal in case your return is delayed.)

Our storage is limited therefore, we cannot accept large bags or containers of food!

**Treats:** We fill our pockets and treat jars with all-natural treats (all USA made & sourced). So unless your dog has allergies, or you if you'd like to pack a special treat for your pet, you will not need to send along treats.

## **Q. What else should I bring for my dogs stay?**

A. Because we want to make your dog's vacation with us as stress-free as possible, we encourage you to bring any of your pets' favorite items from home. A blanket, pillow-case from your bed or a t-shirt will make his/her room more comfortable and familiar. Kongs and canine puzzle toys are always welcome. Please leave all raw hide chews, raw bones, rope and plush toys at home.

We will do our best to return **the items/toys** to you when you pick up your pet. However, we cannot guarantee the condition if your pet chews.

## **Q. What happens if my pet gets sick while boarding?**

A. We monitor all guests carefully throughout the day. If there are any problems, the first thing we will do is contact you to discuss it. If we are unable to reach you and the dog needs medical attention we will contact your veterinarian, or if unavailable, we would contact one of our vets (Animal Hospital of Barrington or Arbor Veterinary Services who are each approximately 10 min away) and provide transportation. For weekend or evening emergencies we would use Veterinary Emergency, Critical Care & Referral Hospital, in Newington. All vet visits are the financial responsibility of the owner.

## **Q. How can I make my pets stay less stressful?**

A. Some dogs get anxious at the first sign you are going away. To make leaving home stress-free, avoid a chaotic departure. If preparing for a trip is stressful for your dog, consider bringing your dog to us before starting to pack, even before the suitcases come out. The less stress your dog feels, the faster he will adjust. You know your dog best, so consider this when booking your dog's time with us. We know departing from your dog can be hard, but for his sake, avoid an emotional goodbye. We understand this and will make sure your pet gets plenty of attention upon your leaving.

## **Q. Why does my dog seem so tired and/or thirsty when he gets home from boarding?**

A. A tired dog is a good dog! Your dog(s) have had plenty of play-time and fun while boarding with us, so a good nap upon arrival at home will give you the time you need to unpack and get settled in at home.

Once arriving home it is not unusual for dogs to try to drink great quantities of water. It is not that your dog didn't have enough to drink, but dogs often react to excitement by guzzling water. However, uncontrolled drinking is not good for your dog. So supervise your dog's water consumption when he first gets home. Let him drink for 15-20 seconds, then take the bowl away. After 20 minutes or so, give him another drink. If necessary, do this several times for an hour or two.