New Daycare Rules Effective May 9th, 2022

We want to thank you all for making this program successful. We appreciate you! We are expanding fast and new things are developing.

There are exciting things developing in the daycare department of Fat Cat’s. We are in the process of filing, completing paperwork and all the hurdles for our new building. To ensure we have a smooth transition when the time comes, we are implementing several new rules for Daycare. Please read carefully and let us know if you have any questions. We are looking at a tentative month of August for the building.

* Daycare appointments need to be made via the owner portal or the mobile app. You can find the mobile app in your Google play store or in Apple app store.
* 24 hours’ notice is required for Day Play or Day Training Requests. Scheduling must be in advance and approved prior to showing up. You will get a confirmation email when you have been approved.
* If you cannot access the mobile app or the owner portal and log in, please let Melissa know ASAP so that we can set that up for you. We will always assign a generic password that you can reset once you are logged into the app. The password will be Dogs1234! Remember the username and the password are both case sensitive. If you are already a client and not able to log in we will help set up your log in.
* Cancellation policy: If you have a scheduled daycare appointment that you will not be able to make, please send a message via the app or portal, email [fatcatsdaycare@gmail.com](mailto:fatcatsdaycare@gmail.com), or call and leave a message no later than the morning of the appointment. Failure to cancel will result in a no show fee of $25 dollars or a removal of a session on your package. (We just want you to let us know if something comes up and you cannot make it in so we can accommodate someone else that is waiting. Please do not ‘no show’.)
* A temperament test is required prior to scheduling a training or play session.
* Dogs must be spayed/neutered prior to temperament test.
* Puppies under 6 months are not required to be spayed/neutered, until they reach appropriate age.
* Drop off time starts at 7: 30 am.
* Pick up time is no later than 5:30 pm. (If this is a conflict please let Melissa or LeDonna know.)
* We leave at 6 pm and need time to clean and disinfect everything for the next day. If this does not fit your schedule or you need to discuss time options for work schedules, ask to see if arrangements can be made. Additional charges for this service may apply.
* All dogs whether playing or training need to have a prepackaged amount of food for a snack. It does not need to be a whole meal, just a snack while they take a little break and wind down from playing.
* It is your responsibility to keep your dog’s vaccinations updated as well as providing us a copy. You can log in on the app or portal to see what may be expiring. Shots must be up to date before a dog is allowed to come in for their scheduled appointment.
* We do require your dog is on flea and tick prevention. If your dog is found to have fleas they will be given a Capstar and a flea bath at an additional charge.
* Curbside pickup is available via the portal or mobile app. This should only be used if your dog may be uncontrollable or hard to handle in the lobby. This will help with the entry and exit excitement of training and play dogs.
* All Daycare clients need to fill out both the Training form and sign the Day Play waiver. We need both forms filled out regardless of the goal for your dog. Forms must be submitted prior to the Temperament Test. You can email them to [fatcatsdaycare@gmail.com](mailto:fatcatsdaycare@gmail.com)
* If your dog is displaying any signs or symptoms of being sick to include but not limited to: Sneezing, coughing, vomiting, lethargic, diarrhea, hacking as if there is something in their throat, goopy eyes or that may appear to mat shut.

It is all our responsibility to make sure all the daycare dogs are healthy and happy, so make sure you continue to do your part- Regular vaccines, monitor health issues, and limit exposure to unknown dogs that may not have a vaccine history.

As a reminder Kennel Cough takes 7-10 days to show signs or symptoms. So in the 7-10 before symptoms arise they are exposing other dogs to kennel cough. It is important to weigh the risk of dog parks and places where dogs can congregate as not all owners stay up to date on their dog’s health and vaccinations.