



## **New Clients**

### **Frequently Asked Questions**

#### **What is positive training philosophy? Why is it important?**

Positive training philosophy means that we treat each dog with respect, we communicate with the dogs respectfully and constructively, and we reinforce positive behaviors through play. Dogs are allowed to play together and will only be separate when it's time for resolving conflict or giving a dog space for some rest.

#### **My dog has some issues, can I bring him to camp?**

We have had great success with dogs who are shy around people or other dogs, experience separation anxiety and have problem behaviors related to lots of energy. Because we are kennel-free with wide open spaces for playing, we do not have the structures required to effectively manage or separate dogs who display aggression. If you have concerns about your dog, give us a call and tell us about it, we'll let you know if it's something we can accommodate.

#### **Unleashed Boarding has 25 acres of land. How will you keep track of my dog?**

Dogs at Unleashed Boarding are supervised by staff at all times. We have fenced off a few areas where we will separate a large group into a smaller group, if needed. We allow the dogs to play freely, with staff closely tracking and encouraging good dog behavior.

#### **What do I bring for a tour?**

Bring yourself, your dog/s and complete paperwork. Feel free to bring your friends, or your partner. Children will not be allowed to enter the dog area but are certainly welcome to hang out in the public areas.

#### **What do I need to do before I drop off my dog for the first time?**

Fill out the dog intake form, bring additional paperwork (up-to-date vaccination records, fecal tests, etc) that we have requested. Bring food, supplements, and medication (if applicable). We recommend a higher intake of food given how much dogs play.

Please leave toys, food bowls and beds at home where they will be safe from the jaws and marking tendencies of other dogs.



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#### **Unleashed sounds like dog-paradise. Should I have any concerns at all about my dog boarding at Unleashed?**

Unleashed takes every precaution to keep the dogs happy, healthy and safe. We also ask each client to take precautions when dropping off their dog (such as, keeping vaccinations and fecal tests up-to-date). However, despite every precaution we take, dogs are vulnerable to giardia, kennel cough, sensitive paws, and exhaustion.

#### **How do I reserve a spot?**

Give us a call or shoot us an email with your request. We fill up over holidays so book early!

#### **What are your hours of operation?**

We are open 24/7 for the dogs. However, you can pick-up, drop off, and contact us during our business hours (between 7am-7pm).

#### **How does pick up and drop off work?**

You can pick up & drop off your dog between 7am and 7pm. Please call or text us when you're on your way so that we can create a calm environment before your arrival. That way your dog can meet his new friends in peace and then plenty of space to do a happy dance when you come to pick him up.

Depending on driver availability, we may be able to pick up or drop off your dog. Feel free to ask for more details on whether that can be arranged.

#### **What are your rates?**

Boarding \$50/night with 2nd Dog \$40/night  
10% off discounts for stays of 10 or more days

Day camp \$30/day with 2nd Dog \$25/day  
Prepaid day camp: 10 day \$270; 5 day \$142.50

#### **What are your holiday hours? And rates?**

On holidays, \$10 will be added to the regular rate. Holidays include: Thanksgiving, Christmas Eve and Christmas Day, News Years Eve and New Years Day, Easter, Memorial Day, Fourth of



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July, Labor Day. All holiday reservations require a 50% deposit that is fully refundable with a 2-week cancellation notice.

**I love to see pictures of my dog while I am away. Are you able to send me pictures?**

Depending on our staffing, we may be able to send you pictures. And you can always follow us on facebook for highlights of your dog's vacation!