

Why did I get charged for Sunday?

Most kennels are closed on Sundays, but as a courtesy to our customers, we have decided to provide checkout hours on Sunday afternoons. As animal lovers ourselves, we understand how eager you are to be reunited with your pet.

Rates are based on the day of boarding, not just as an overnight charge. Our staff begins tending to pet guests in our care at 8 a.m., so before you arrive for check out, your pet will have been fed twice, exercised twice, had his kennel area cleaned and, in some cases, have been bathed to prepare for going home. It is those services that you pay for when your pet stays until Sunday afternoon.

How long can my dog board at DeLong B & B? Do you discount for long-term boarding?

Boarding can be indefinite, as long as we are pre-paid for each 30 days. There is a 10% discount for every 30-day stay, but these visits must be prepaid and we must have a credit card on file so that we can charge the boarding expense every 30 days.

What is your minimum age for boarding a dog?

Our primary concern is the welfare of our guests. For this reason, our minimum boarding age for dogs is 3 months. It is generally recommended that puppies get their first round of "adult" shots at 12 weeks (including rabies), and the second round at 16 weeks. Additionally, in any kennel environment, a young pup could possibly be exposed to air-borne viruses it could not fight off. Our recommendation is to board puppies at your veterinarian's office until they have reached our minimum age requirement.

Why does my dog smell when I pick him up after being boarded?

At DeLong B & B, we are *meticulous* in cleaning our kennels, and use hospital grade disinfectants to keep them spotless. However, in the closed quarters of a boarding kennel amongst other pet guests, a dog's natural odor may become more noticeable.

Certain customers may also be more sensitive to pet odors after having not been with an animal for a while. We recommend scheduling a "go-home fresh bath" or grooming appointment for a pet before picking him up. In fact, if your pet gets a bath on Monday through Saturday, his check-out time is waived for that day.

I'm boarding my pet for the first time? What should I expect?

Your pet will adjust quickly to our boarding facility, our staff and routines. Feeding, cleansing, exercise, and kennel staff monitoring are all scheduled events that bring order and structure to the boarding environment.

You can do a lot to help prepare your pet for this environment in the days before your pet is to be boarded. First, establish (or reinforce) a routine schedule of meal times and limit feedings to twice per day. We feed in the morning, and again in the late afternoon, or as required.

Also, we routinely quiet the kennel down after closing hours (after 5 PM) to give the pets adequate rest and comfort. It's best if your evening schedule, in the week before boarding, is stable and consistent, and getting the pet(s) into a comfortable "wind down" to their day by 8 PM to 9 PM will enable them to adjust quickly to the kennel, once boarded.

Can My Pet Catch A Disease by being kenneled with other pets?

Yes, your pet can be exposed to disease when kenneled with other animals. **The risk is, however, quite low, and virtually eliminated when kennels require advance vaccination to ensure a healthy population of boarded guests.** Additionally, high sanitation standards and quality living conditions are vitally important to ensuring an absence of disease.

Our modern sanitation procedures, air flow system, required vaccinations, kennel suites construction, and staff training programs all help to create a healthy, safe and secure environment for your pets when they are in our care. You may have heard "horror stories" of poor treatment and conditions at kennels in the past...we have taken great pains to ensure that DeLong B & B pet care center provides a first-class, highly sanitary environment that dispel any fears you might have about boarding your pets with us.

We strongly suggest a tour, before making a boarding selection, of any facility that you might consider in your area. Here's what to look for:

- You should be able to tour any aspect of the facility without a reservation, at any time during business hours.
- Staff members should be available and capable of answering any of your pet care questions.
- You should request and receive reference lists of current and/or past customers to check on their

satisfaction.

- Staff members should own pets and appear kind and friendly toward the animals in their care.
- The kennel should require vaccinations from a licensed veterinarian prior to allowing a pet to be boarded.
- Kennel suites or runs should be spacious and clean, and independent from one another. There should be no evidence of group kenneling, except, of course, for Doggy Day Camp socialization day camp programs for qualified pets (spayed or neutered, vaccinated, can be socialized, non-aggressive).

My pet is so thirsty when she comes home from a boarding visit? Doesn't she get water when she's with you? Or, why won't she drink when she's being boarded?

Pets will frequently become very thirsty from the excitement and stress of seeing their family and loved ones again when they're picked up. It's natural and you should expect your pet to be a bit dehydrated from all the excitement once you get them home.

While in our care, pets are monitored carefully for their consumption of fresh water, which is continuously checked and refreshed throughout the day. And, just like the excitement of coming home, when they first are checked-in and settled in their suite, they will tend to become very thirsty. We watch this carefully, and are sure to provide plenty of fresh water upon check-in to get the pet fully hydrated. After the first 30 minutes or so, they settle into the new routine, get comfortable, and establish regular eating and drinking habits.

Can all my pets stay together in the same suite?

Yes, we can accommodate your wishes and board your pets together in the same suite, as space allows (maximum 3 dogs per single run and 5 per double). Up to three cats can be boarded together in one condo. Contact the location you plan to board your dogs and/or cats at for specific details.

What is your cancellation policy?

We realize that plans do change, and wish to accommodate all of our customer's needs. So, a full refund of the deposit is provided upon 48 hours advance cancellation of the scheduled arrival date.

While my dog is boarding with you, will he be taken out for walks?

DeLong B & B offers playtime services for your pet. One of our trained associates will walk, play with or spend quiet time with your pet during his stay. The charge per playtime session is \$5. We can accommodate up to 3 play sessions a day per pet. **This is in addition to the two complimentary romps in our spacious gravel runs outside!** Also, browse through our menu of other available activities such as pool time, Fun Kongs, Spa Days and more!

Where is my dog going to go to the bathroom when in your care?

DeLong B & B has only large two room suites and even larger double-runs. All of the living spaces are highly sanitary and safe. Dogs in our care will eliminate in the exercise run of their two-room suite, or outdoors. These areas are well suited for this purpose, and are regularly sanitized. Our highly trained staff continuously monitors all elimination and consumption behavior, which is noted on each pet's chart.

My pets like to have toys with them. Can they have their favorite toys while boarding with DeLong B & B?

Your pets may have one or two toys to play with in their suite during their stay. If you bring toys from home, be sure to mark them with permanent ink with your last name. Your pets' toys will stay with them in their suites and we do our best to return all toys. **Occasionally, a toy may be lost during a playtime or cleaning.** If you prefer not to bring toys from home, you can purchase toys in our retail center for your pets stay.

My dog is on a special diet. Can I bring in my own food?

We actually recommend that all owners bring their own food. It is difficult for a dog's sensitive digestive system to adjust to a sudden change in diet, and this can lead to loose stools and discomfort. We feed Diamond Lamb and Rice food at no extra charge to those who choose not to bring food from home. All guests are welcome to bring treats.

Are your pet care centers air-conditioned?

Yes. Our state-of-the art facility is fully air-conditioned for summer comfort and heated in the winter. However, we love to open the large canvas curtains that you will see on the exterior of our building and turn off the generated heat and air as often as we can. The dogs *love* being able to see the outdoors from the exercise room of their suite, and it allows fresh air to flow freely through the building. Being out in the country allows us to do this quite often, because a good breeze is almost always blowing, making the temperature in our building comfortable for human and animal creatures!