Daycare Rules 2025

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* 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 call, text, or email [fatcatsdaycare@gmail.com](mailto:fatcatsdaycare@gmail.com), no later than 10am the morning of the appointment. Failure to cancel may result in a no-show fee of the amount you were scheduled for. It is also your responsibility during inclement weather to let us know if you plan to cancel. Please do not No-Show!
* Please make sure to read your newsletters sent out to the email attached to this account.
* A temperament test is required prior to scheduling a 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.
* All dogs must have annual vaccines, annual fecal exam, a negative giardia test, and vet approved flea and tick prevention. 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.
* Drop off time starts at 7: 10 am.
* Pick up time is no later than 5:50 pm. If you cannot make it at that time additional charges and or a boarding fee will be implemented.
* Please bring a snack for your dog at lunch time in a plastic bag marked with your dog’s name.
* All Daycare clients need to fill out both daycare form and waiver. 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, then keep them at home. We take sickness very seriously.
* Any dog that displays any type of aggression at anytime will be removed from the daycare program.
* Any dog that after due diligence cannot calm down in the run at rest or break time will not be able to return to day care. We will try our best for a maximum of 30 days after which we will need to release the dog from daycare.
* Please keep us in the loop if there are changes at home or noticed behavioral changes in the dog as sometimes, they could lash out in a play setting.
* Make sure to wait your turn in the lobby. We do not mind how many people are in the lobby but we only want one (1) dog in the lobby at a time.