

HOTEL FAQ'S:

What should I pack for my dogs hotel stay?

Please pack along enough food for their stay, any medication they may need, and a collar. Some dogs find it more comforting to have something that smells like home to settle into at night so if you would like to pack their own bed or one of your blankets, please feel free. It will be given to them at bed time and it won't be out during the day for the other dogs to snuggle into. If you decide to pack any toys with them, it will only be given to them in their kennel for the night.

When can I drop off and pick up my dog?

You can drop off and pick up at any time! We are a 24/7 facility with around the clock care! Our "Open" hours are 7 days a week 6:00am-9:00pm. If you need to drop off/pick up your dog before 6:00am or after 9:00pm, all you have to do is let us know! We lock the doors at night for everyone's safety and will not unlock the door unless we know you are coming!

Can my dogs sleep in the same kennel?

Absolutely! We are able to accommodate siblings sharing the same kennel but otherwise everyone gets their own room!

Do you book up quickly? Is there a cancellation fee?

We typically tend to fill rather quickly for long weekends and holidays. It is better to reserve your dog's spot to be on the safe side and cancel if plans change. There is no cancellation fee so you can book a reservation worry-free!

Why are your hotel rates more expensive than a typical kennel?

Oh let us count the reasons! We offer around the clock care 24 hours a day, 7 days a week so you can rest easily knowing your dog is being looked after at all times. We also allow flexible pick up and drop off times too! We will post pictures of your dog's stay with us on Facebook and can email them to you too! We are fully trained on how to administer medication and give your pooch the one-on-one attention it loves. We charge based on the number of nights your dog stays with us and daycare is included in the price. If your pooch stays 3 nights or more with us, they will receive a complimentary bath and tidy on the day they go home so they are all nice and clean for you!

Can my dog get groomed while he/she stays in the hotel?

In most cases, you bet! You will just have to book in your dog's grooming beforehand!

My dog is not used to being in a kennel, where will he/she sleep?

That is why we have overnight attendants! Most dogs after a day of activity are exhausted and can't wait to rest up. If your dog is not settling in, our night attendants will let your dog sleep on a bed in the small dog area. We encourage sleeping at night time because during the day its go go go!

My dog is on a special diet, can you accommodate that?

You bet! We have a fridge and freezer for dogs that require meals to be frozen or kept cold.