

The Mutt Manor

Frequently Asked Questions

What do I need to bring with my dog?

All you need to bring is a current copy of your dog's shot record (rabies is required), completed paperwork for the first visit, any medication and food.

Are there additional things I can bring for my dog?

Yes!. You can bring toys, treats, bedding, and special food bowls (slow feeder).

Are there any things that I shouldn't bring for my dog?

We provide food and water bowls, so there is no need to bring those. Squeaky toys and rawhides also need to stay home.

What are the drop off and pick up times?

All times are prearranged. A few days out from your dog's stay, I will contact you to arrange an agreed upon time that works in both our schedules. We do not have a set time that dogs need to be dropped off or picked up.

What is the earliest/latest time I can drop off or pick up?

We can meet you as early as 7:00 am and as late as 9:00 pm.

Do you do Sunday drop offs and pick ups?

Yes! Times are not as flexible because of church and family meals, but you can drop off and pick up your dog on Sundays.

Do you board on holidays?

Yes! We are typically open 365 days a year. There are occasional times when the entire kennel may be closed due to maintenance or trips, but we are typically open on holidays.

Do the dogs play together?

No. I am not a fan of doggie daycares or play groups. I think it is just an accident waiting to happen. Dogs are only let out to exercise with their "family" groups.

And even then, if dogs from the same household need to be kenneled separately, they can be exercised separately as well.

What if my dogs who are kenneled together start having issues?

If dogs sharing a kennel start having issues (stress from boarding can cause this), then they are separated. If there are no available pens, I will implement a "crate and rotate" schedule where they take turns being in the pen while the other is crated.

What if my dogs get along except at meal time?

If your dogs need to be separated at meal times, that can be accommodated as long as they don't have to be separate for more than 5-10 minutes. If they need more time to eat, then you will need to reserve separate pens for them and they can play together during their exercise time.

Is there someone there at all times?

No. Dogs are taken care of/checked on in person 2-3 times a day. Dogs are also checked on by camera several additional times a day, but if there was someone on site at all times boarding fees would have to be much higher.

Can I watch my dog on live stream?

No. I have access to log in and check the dogs at any time, but I do not have it set up for owners to watch.

Can I pay for additional exercise or one on one time for my dog?

No. I do my best to accommodate and take care of all the dogs needs. If I feel a dog needs more exercise or needs to spend more time with me, I do everything in my power to do those things. But I cannot guarantee that "extra" can happen every day with other commitments that I have (which I try to schedule around my boarders as much as possible)>

Who takes care of the dogs if Amy can't be there?

I have a back up helper who lives in Windsor who tends to the dogs when I can't as well as relying on my family to help when needed.