

## Woofy FAQ

### **Where does the Woofy Bus® pick up the dogs?**

The Woofy Bus® has several convenient bus stops located around the Richmond area and continues to add! Check out our website for a complete listing of stop locations.

### **What time does the Woofy Bus® pick up and drop off dogs?**

Our goal is to be at the Bus Stop at time that is most convenient for you and minimizes the time your dog spends on the bus. Contact our office for specific stop times.

### ***What if the Woofy Bus® doesn't pick up at the time I need it?***

If our current pick up and drop off times are the only thing keeping your dog from having a fulfilling day at the Ranch just let us know and we can determine a time that works for you.

### **How are the dogs secured on the bus?**

Each Woofy Bus® features our patented secure crate design that are much safer than seatbelts or straps.

### **Where is the Woofy Wellness Ranch?**

The Woofy Wellness Ranch™ is located at 5912 Lewis Road, in Sandston Virginia, (23150).

### **What do the dogs do all day?**

Your dog spends all day engaging with other dogs and staff learning how to properly interact with one another. At Woofy, we strive to provide a continuous learning environment for your dog while they are at the Ranch.

### **What separates Woofy from all the other daycares?**

You will not find a more passionate group of people who love working with dogs. Everyone at Woofy takes pride in teaching dogs that experience anything from anxiety, to not getting along with other dogs. Our staff is serious about helping all dogs through many social challenges. We don't just watch your dog, we're actively engaged in all of their daily activities and interactions with each other to ensure they learn acceptable behavior in a social environment.

As dog owners ourselves we understand that getting your furry pal the wellness services they need can be a hassle and time consuming, that's why we take care of it for you! Annual shots or haircut coming up

soon? No problem, we'll let you know they're due and set up an appointment to get it taken care of while they're at the Ranch!

### **What are the requirements for my dog to attend Woofy Wellness Ranch?**

Each dog must be up to date on their Bordatella, Distemper, and Rabies vaccinations. They also must be spayed or neutered when they are of the appropriate age.

### **Are there any breed restrictions?**

Here at Woofy we do not have any breed restrictions, we assess each dog based on temperament characteristics.

### **How do you group the dogs?**

Dogs are placed in groups primarily by temperament and personality.

### **What does a typical day at Woofy Wellness Ranch consist of?**

Under the guidance of our highly trained staff dogs can run, wrestle, and play in a relaxed and controlled manner. All this is done in an environment that ensures everyone can learn and play stress free. Woofy is a cage and kennel free daycare facility. This means while your dog is attending dayschool at Woofy, they are never in a crate or kennel for down time or breaks. They spend all day in their playgroup and should they feel the need for a break or nap they can do so without being bothered.

### **Are the dogs inside or outside?**

The dogs are primarily outdoors on turf covered pastures with access to shelters in case of inclement weather.

### **What should my dog bring when they attend daycare?**

All your pooch needs to enjoy a day at Woofy is current vaccinations and a desire to have fun! Some owners bring bagged food with the dog's name on it if they missed breakfast or a need lunch.

### **How do the bus stops work?**

Each bus stop has designated times the bus will be there for drop-offs and pick-ups. We do offer flexibility if needed to better meet our customer's needs.

### **What if I am running late to the bus stop?**

If you are running late to meet the bus, let us know that you are running behind. We do our best to wait for every dog that is scheduled, but please note that some buses have tight schedules that they need to adhere to.

### **What is in-home boarding?**

During your dog's stay with us, they attend daycare Monday through Friday and go home with one of our trained staff at the end of the day to stay in their home as if they were one of their own dogs. On the weekends, they hang out in our staff's home and get to participate in activities such as playing in the yard, lounging on the couch (if allowed on furniture), or even go to the park.

Crates and furniture privileges are all customer preference. We don't want to create bad habits while they are under our care!

### **How do I handle the first day jitters?**

It is perfectly normal to have concerns and anxiety when sending your baby off on a new adventure without you being able to be there. We assure you that we will take care of them like they are our own. We can also send you updates/ pictures of your pup throughout the day.

### **What if my dog is nervous?**

We will never force a dog into a situation that will make matters worse. We have all day to ease your pup into their new surroundings. Our philosophy is to have a calm and relaxing experience for all of our dogs.

### **What are the protocols for a medical emergency?**

All injuries are reported immediately and communicated with the owner. In situations where immediate medical attention is needed, the dog will be taken to get the care they need and the owner will be notified as soon as possible.

### **What should I expect when my dog comes home after the first day at the Woofy Wellness Ranch®?**

Do not be alarmed if your dog comes home and wants to sleep for a day or so. They have had more stimulation than normal (mentally and physically) and can become quite tired. Typically it will take a couple of visits to Woofy Wellness Ranch® before you notice any beneficial behavioral changes.