

Helping you decide if boarding at Take Five is the right fit for your dog! Leaving your pup(s) in someone else's care is a big deal. At Take Five, we treat every dog with kindness, patience, and respect. Our goal is to get to know each dog as an individual and provide the best possible stay for their needs. Some dogs love a busy, social setting. Others prefer quiet routines. This guide will walk you through what we look for in dogs who board with us, the types of behaviors we aim to support, and when boarding might not be the best fit, so you can feel confident in choosing the right care for your dog(s).

What are the basic requirements for my dog to board with you at Take Five?

To keep all guests and our team safe and comfortable, dogs must meet these guidelines:

- **Spay/Neuter:** Dogs don't need to be spayed or neutered, but we cannot accept females who are actively in heat.
- **Age:** We welcome dogs 12 weeks and older, as long as they have received two rounds of core vaccinations.
Vaccines: Rabies and Distemper (DAPP, DHPP, DA2PP, DHLPP) are required. Bordetella (Canine Cough) is strongly recommended. If your dog is exempt from a vaccine, we just ask for a note from your veterinarian.
- **Parasite Prevention:** Must be on flea/tick prevention and free of parasites/skin issues.
- **Health Status:** Dogs must be in good overall health. We're happy to administer oral or topical medications if needed, but we're not able to board diabetic dogs who require insulin injections or dogs who require complex medical treatment.
- **Time in Home:** Your dog should have been in your home for at least three weeks before boarding. We recommend three months when possible to give them time to build confidence and routine. We follow the 3-3-3 rule: three days to decompress, three weeks to settle in, and three months to build trust.
- **Temperament and Handling:** We evaluate each dog based on behavior and comfort, not by breed. Your dog should allow basic care like feeding, leashing, and gentle handling from staff.
- **Escape Risk:** If your dog is known to climb fences, slip collars, or escape kennels, please let us know ahead of time. We may need to make adjustments like leashed-only walks or a more secure kennel setup.
- **Daily Routine Readiness:** Comfortable with a daily routine of potty breaks, meals, walks, and downtime.

How do you approach dog care?

We care for dogs like they're our own. That means we listen to what each dog is telling us, meet them where they're at, and create a space that feels safe and supportive. We don't just aim to keep dogs comfortable, we want them to feel confident, secure, and at ease. Our team pays close attention to individual needs, adapts routines when necessary, and provides consistent, compassionate care grounded in trust and understanding. We communicate openly with pet parents so you're never left guessing. Above all, we want your dog to feel safe, understood, and truly cared for, every step of the way.

What types of dogs do well boarding at Take Five?

We want your dog to feel as comfortable as possible during their stay. Dogs who tend to do well in our environment often:

- Are friendly or tolerant toward other dogs and humans
- Adjust to new surroundings after a short settling-in period
- Participate in daily care like walks, potty breaks, and mealtime
- Handle downtime in their lodging without excessive pacing, barking, or distress
- Manage separation from their family without extreme anxiety
- Allow staff to provide routine care and redirection
- Have medical needs we can safely support
- Help maintain a safe and low-stress environment for themselves and others

Can my dog board if they don't do well with other dogs?

Yes, absolutely. Some dogs are just more comfortable on their own, and that's totally okay. We offer solo care for dogs who aren't a match for group activities due to reactivity, aggression, medical needs (ongoing or temporary), or just personal preference. These pups enjoy a custom routine without group play or shared time with other dogs. They still receive the same high-quality care, attention, and love, just in a way that supports their individual needs and comfort.

What is the solo care surcharge?

The Solo Care Surcharge helps support the extra time, attention, and staffing needed to care for dogs that are receiving one-on-one care away from other dogs. This charge allows us to provide your pup with a calm, individualized routine that does not include group activities.

- The charge is \$5 per day
- It is charged per reservation and may be adjusted over time based on your dog's needs
- If multiple dogs from the same family can safely lodge together, only one charge applies per day
- If siblings must be separated from each other as well as other dogs, each dog will be charged individually

What behaviors might suggest my dog isn't a great fit for boarding?

If you're unsure how your dog will do in a boarding environment, we're always happy to try a day boarding or overnight evaluation to see how they settle in. As long as your dog is safe for our team to handle, we're more than willing to see how it goes and keep an open line of communication with you along the way. Some initial nervousness is completely normal, but dogs who ongoingly exhibit several of the following behaviors may be better suited to alternate care options:

- **Fear/Anxiety.** These behaviors suggest your dog is feeling overwhelmed or uncomfortable in the environment, even with support and time to settle in:
 - Trembling, shaking, or hiding for long periods
 - Avoiding interaction or refusing to go outside
 - Pacing, whining, or barking persistently
 - Refusing food, water, or pottying for over 24 hours
 - Signs of physical stress: tucked tail, pinned ears, dilated pupils
 - Overgrooming or licking to the point of hair loss

- **Aggression or Unsafe Behaviors.** These behaviors suggest your dog may show signs of discomfort in ways that create safety concerns for themselves, others, or our staff:
 - Growling, snapping, lunging, or biting
 - Guarding food, space, or toys
 - Blocking doorways or cornering staff
 - Extensive fence fighting
 - Ignoring redirection with threatening posture or vocalizations

If we notice consistent or escalating patterns, we will always reach out to talk through options and help find the best care plan going forward.

What happens if my dog shows stress during their stay?

We monitor all dogs throughout the day and pay close attention to how they're adjusting. If we notice concerning behavior, we'll reach out to talk about what we're seeing and explore next steps. This could include shifting them to Solo Care, changing their routine, or discussing whether continuing boarding makes sense for them.

We'll never make decisions about your dog without talking to you first, and we'll always approach every situation with empathy and honesty.

A Note From the Team

At Take Five, we see boarding as a partnership between us and your family. Our promise is honesty and transparency, we'll celebrate your pup's wins, share updates along the way, and be upfront if challenges arise. Open communication means you're never left guessing, and together we can make sure your dog's experience is safe, comfortable, and the right fit. With your trust and our care, every pup can feel confident, secure, and truly at home.