

FAQS

General

What are your hours?

We are open 7:30am – 6:00pm Monday thru Friday, 8:00 – 10:00am and 4:00 – 6:00pm on Saturday and Sunday.

What services do you offer?

We offer dog, cat and exotic animal boarding, dog daycare and pet grooming.

What do I do if I can't pick up my pet at the scheduled time?

Please call us as soon as you know so we can extend the boarding reservation. If you have a dog at daycare and you are unable to pick him/her up, we will make a boarding reservation for that night. If there are extenuating circumstances, we may be able to do a late pick-up, however a late pick-up fee of \$15.00/half hour will be assessed.

What are the requirements for my pet to be able to visit Sunrise Pet Lodge?

Dogs must have current vaccinations for rabies, distemper and bordetella (required every 6 months). We do not accept females that are in heat or may be going into heat. If your dog goes into heat while boarding, there will be an additional charge of \$100/day.

Cats must have current vaccinations for rabies and feline distemper, upper respiratory and leukemia virus.

How far in advance do I need to make reservations for boarding or daycare?

Generally boarding reservations should be made 1-2 weeks ahead of time to make sure we can accommodate your pet. However, holidays tend to fill up quickly, so if you are travelling during a major holiday, you will want to make your reservation as soon as possible.

Daycare reservations should be made a week before. We can also schedule re-occurring reservations for daycare.

Can I tour the facility?

Yes! We would love for you to see where your pet will be staying. Feel free to stop by any time during our business hours, however, morning and evening tend to be busy with drop-off and pick-ups so it is best if you are able to come between 9am and 4pm.

FAQS

Pricing

How much does daycare for my dog cost?

Daycare costs \$15/day. Ten day packages are available for \$135 (\$13.50 per day). Twenty day packages are available for \$255 (\$12.75 per day).

How much does it cost to board my dog?

An indoor/outdoor kennel costs \$28.00/night per dog.

An indoor only kennel costs \$23/night per dog.

Suites are also available, ranging from \$40-\$75/night for one dog.

How much does it cost to board my cat?

A deluxe multi-level condo costs \$25/night per cat.

A single level condo costs \$15/night per cat.

Do you offer a discount for boarding multiple pets?*

If a dog or cat shares the same kennel or condo, there is a 10% discount for the stay.

Do you offer discounts for extended stays?*

If a pet boards 5 nights or more, there is a 10% discount for the stay. If a dog stays 7 nights or longer, they will also receive a free bath before leaving.

*Discounts do not compound. For multiple pets staying over 5 days, there is still only a 10% discount

How much does boarding cost for exotic pets?

Boarding for exotic pets costs \$15/night.

My pet needs medication, is there an extra charge for this?

No. SRPL is all-inclusive. There are no extra charges for medications (or food).

What if my pet needs special medical care?

If your pet requires special medical attention, such as injectable medications or advanced veterinary care, we will arrange for boarding at Casper Animal Medical Center so they can be monitored by the veterinary staff.

FAQS

Can you give my dog a bath? How much do you charge?

SRPL staff can bathe a dog before departure. Dogs under 39lbs cost \$12, and dogs over 40lbs cost \$15. We also have grooming services available. Dogs staying 7 days or longer will receive a free bath before departure.

Dog Daycare and Boarding

What should I bring for my dog for boarding?

We provide food, blankets and food and water dishes. Some dogs are more comfortable if they have familiar items from home, so you may bring a bed, blankets, treats, toys, food and anything else you think your dog would like. If you bring food, please bring just enough for their stay. Please keep in mind that some dogs may chew up their bed or soil it while boarding; it is not advisable to bring large expensive beds for their boarding stay as we may not be able to wash oversized items.

Is your facility temperature controlled?

Yes! All of the indoor portions of the kennels as well as the indoor play areas are temperature controlled. In addition, the outdoor portions of the indoor/outdoor kennels have heated concrete to keep the dogs warm in the winter, and a roof over the outdoor kennels for shade during the summer.

If my dog is boarding, do they get to play with the other dogs?

Boarding at SRPL includes playtime in the daycare. Depending on your dog's energy level, he/she will get between 1 and 6 hours of play time each day, in addition to potty breaks. All of our dogs are evaluated and play groups are formed based on how they behave around other dogs. We do our best to create small groups of dogs that get along well, have similar energy levels, are of a similar size and enjoy playing together. If a dog does not get along well with other dogs, he/she will still have individual playtime each day with one of the staff members.

What kind of food do you have available for my dog?

Our house food is Purina ProPlan Veterinary Diet, EN for dogs with sensitive stomachs.

My dog takes medicine, are you able to give it to him/her?

Absolutely! Please bring the medication in its original container and let us know how much and when your dog needs the medicine. If your dog requires injectable medications or advanced medical care, we will make arrangements for them to board at Casper Animal Medical Center.

FAQS

What requirements are there for my dog to attend Sunrise Pet Lodge?

Dog must be at least 3 months of age and up to date on all rabies, distemper and bordetella vaccinations. If you need to board a puppy under 3 months, special arrangements can be made to board at Casper Animal Medical Center.

Does my dog need to be spayed or neutered to play at Sunrise Pet Lodge?

If you are intending on bringing your dog to daycare, your dog MUST be spayed or neutered. If your dog is boarding, they may be intact, but we do not accept females who are or may become in heat. There is an additional charge of \$100/day for females who go into heat while boarding.

What if my dog is not a good fit to play with other dogs?

If your dog does not do well in a play group, due to age or temperament, they will still get some quality playtime with one of our staff members while they are boarding. Dogs who are not suited for group play will not be allowed to attend daycare.

What does my dog do in daycare at Sunrise Pet Lodge?

We believe strongly in creating an environment in which dogs with many different personalities can be comfortable. For dogs who love to play, we strive to find groups of equally energetic dogs to for them to play chase and tag with. If your dog loves to play fetch, we will get out the tennis balls! For more low-key dogs, we will find dogs with less energy and also offer naps and breaks from being around the other dogs. We also have doggie activities including pool parties, ice cream socials, and movie time. We are also happy to work with your dog on any new commands or tricks that you would like us to and that we are able. We treat each dog as an individual and do our best to help them enjoy each day they spend with us.

What should I bring for my dog for daycare?

Generally, nothing, however, if your dog gets lunch or any medications during the day we will happily give those to him/her. You may also bring a treat for naptime if you like.

How do the daycare evaluations work?

When you arrive, we will have you fill out an information form that tells us about your dog. It is very important that the Client Information Form is filled out completely and with details to aid us with the evaluation. Your dog will stay here for the day and one of the staff members will spend some time getting to know your dog's personality. After we have gotten to know your dog, we will slowly introduce him/her to other dogs that have similar temperaments and observe how both dogs react to each other. If your dog is comfortable around a variety of different dogs, then we will accept him/her for daycare on a regular basis.

FAQS

Cat Boarding

What should I bring for my cat's boarding stay?

We provide mats and blankets, litter boxes, food and water dishes, food and litter. If you would like to bring items from home such as a small bed, blankets or towels, food and treats, please do. Please arrive with your cat in a cat carrier.

What kind of food do you provide for my cat?

Our house food is Purina ProPlan Veterinary EN.

Where will my cat stay?

We have large multi-level condos and medium sized single level condos. Generally the cats stay in their condos, however we do let them out individually throughout the day in the cat room.

My cat needs medication, can you give it to him?

Absolutely! Please bring the medicine in its original container and let us know how much and when your cat needs the medication. If your cat requires injectable medications or specialized care, we can make arrangements to board him/her at Casper Animal Medical Center where they can be monitored by veterinary staff.

Exotic Boarding

What should I bring for my pet's stay?

Please bring your own cage, food, toys, treats and anything else that your pet might need.

My pet requires the room stay at a certain temperature, can you control the temperature of where they will be staying?

We have a separate room designed for exotic animals. It has its own thermostat and ventilation system to keep them comfortable.