

Please read the following FAQ for Lucky Buddies Pet Sitting

Does Lucky Buddies Pet Sitting Accept Intact pets?

Lucky Buddies Pet Sitting will not accept intact pets if they are over 7 months of age. Please note none spayed females who are in season cannot visit Lucky Buddies during that time.

What is the feeding schedule like?

Lucky Buddies Pet Sitting will feed your pet one time during doggy day care at 11:30AM – 12PM (unless boarding).

Is there a late fee policy?

There is a 15-minute grace period before an additional \$5 fee is charged if you are late to pick up your furry baby.

Is there a deposit for doggy day care/overnight stays at Lucky Buddies?

For overnight boarding there is a 50% deposit required at least 7 days prior to boarding. 100% of payment is due at drop off.

What is your cancellation policy?

Overnight boarding: If your pet is scheduled for an overnight boarding there is no fee to cancel if it is before 7 days of the scheduled date. If you cancel within 7 days of the date there will be a 50% charge of the total booking cost. (we understand life happens so we try to be as accommodating as possible but Lucky buddies only books a limited amount of dogs at a time)

Doggy day care: there is no charge if you cancel more than 24 hours before the booking date. If you cancel within 24 hours the full amount is non refundable.

What is needed before a visit at Lucky Buddies?

Your pet profile must be fully filled out with vaccine records on file before attending doggy day care or for overnight services. Vaccine records must be handed via paper to employees or attached on the messenger chat on the portal via Time to Pet APP. **Required vaccines are Rabies and Bordetella.** We also recommend the DA2PPC vaccine.

We will also ask for a meet & greet to be scheduled prior to any bookings. Meet & greets can be scheduled through the portal.

Can my pet still attend doggy day care if they are sick?

Please do not bring your dog if they are not feeling well.

How and when do I make a payment?

Payments for doggy day care must be made prior to drop off. If you needed an extended stay after approval, please proceed with paying the difference.

Lucky Buddies Accepts the following as form of payments as follows

1. Venmo @luckybuddies1
2. Cash
3. Payment via the portal Time to Pet
(ACH method preferred)

Are you able to separate my dog if he does not get along with other pets?

We do separate small and large dogs however, **we do not take in aggressive pets.**

Are you insured?

Yes! We are insured. We do our best to create a safe, fun environment for our pets, employees and customers with 24/7 supervision and safety measures. However in rare circumstances a bite or injury can occur. If another pet is bit the owner of the offending dog may be charged a vet service deductible.

Is there parking available when arrival?

You can park in the parking space right in front of the brown gate. Please only park one car at a time. If the driveway is unavailable, please find parking on the street. To be courteous of our neighbors please do not park on the shared driveway area and block them from going in.

Do you provide food for my pet?

We are more than happy to feed your pet if you wish to purchase a feeding option. However, we do prefer you bring them their own food to avoid their tummy getting upset and or other food allergies.

What is needed for overnight stays?

For any overnight stays please bring your pets food, treats and a comfort item. This can be a favorite toy, blanket or article of clothing. Please include any special instructions on paper in their bag.

How do I make a booking?

Please click on the following link to create a portal. Fill out your personal information, your pet's information and send in your vaccine records. Once all that is done, please proceed with submitting your booking requests.

Have more questions?

Do not hesitate to reach out if you have additional questions or concerns. Lucky Buddies is always here to accommodate your buddies needs!