



BFF, Toronto Boarding Checklist & FAQ

1. **New Clients:** Have you completed your online registration (only for pup's new to BFF)? You can complete your registration and set up your online account here, [New Client Registration Form](#). During your account set up you will be able to add detailed feeding, medication and behaviour notes to help our team ensure that your pup has the best possible vacation experience at BFF.

How will I know if my pup is having fun? To keep you engaged in your pup's experience you will receive a daily *Pupdate Email* with a personalized note about your pup's experience and several photos taken from that day. From time to time these emails can get hung-up on servers due to their size or recipient email limitations; we never miss a Pupdate so if you haven't received yours by 8pm EST send an email to info@bffplaycare.com and we'll make sure you get your Pupdate asap!

Live Cams: For pups that are also interested in attending Daycare during the day (optional, complimentary and available Monday to Friday, 7am to 7pm) your BFF host will bring them to and from BFF, Toronto during the day which means you will also be able to see them [live on our Daycare cams](#).

2. **Existing Clients:** Are your account details up to date? Including emergency contact information and your pup's feeding and/or medication instructions? You're also welcome to provide a note on feeding instructions in your pup's belongings if you prefer.

Where can I access my online account? You can verify your account details online at <https://www.bffplaycare.com/login.html>

3. Did you pack your pup's leash/collar/walking tools?

Where will my pup exercise, and how often are they taken out? Depending on your pup's individual needs and your specific boarding request, your pup will receive a minimum of two 30-minute walks on leash per day plus several additional 15-20 minute relief breaks in addition to their full day of play at our award winning Dog Daycare on College St. Safe weather permitting of course. Daycare time is certainly not mandatory so please let us know if you would prefer to pass on this option.

How many pups are hosted at a time? Toronto boarding requests are always exclusive to the pup being hosted unless the staff member also has a BFF approved family-pup of their own or you're booking for your two pups from the same home. You will always know prior to confirming your request if another pup will be in the home so if you're not sure, it means your pup is enjoying a private vacation experience with a trusted BFF team member.

Our daily goal is to ensure pups have a safe and engaging experience, and that everyone heads to bed for a great night's sleep feeling happy, well fed and perfectly exercised. Please let us know if you have any special requests or tips to help make this happen. We're here to help.

Who is caring for my pup while they're boarding? All BFF vacation hosts are permanent BFF employees working as playcare handlers or dog walkers within the GTA. Hosting pups on their vacation is considered a privilege by our team and we do not outsource or schedule boarding with independent contractors or anyone that is not actively employed by BFF with a permanent role in addition to hosting vacations.

4. Did you pack your pup's food and treats?

How much food should I pack? Since travel plans can change unpredictably, we recommend that you pack at least one additional night's worth of food as a 'just in case' back up. You're also encouraged to pack some additional treats that your host will provide throughout your pup's vacation further ensuring they have a wonderful vacation experience.

5. Did you pack your pup's prescription or over the counter medication with clear instructions for use?
Please note that Prescription medications 'must' be provided in the original, child-safe, prescription bottle with your pup's name and medication instructions on the label.

6. **Where does my pup sleep at night?** Your pup will be staying at the personal residence of a BFF employee and they will be treated like family the entire time they're on vacation. This means they're welcome to sleep wherever they are most comfortable at night. If you prefer that your pup not be allowed on furniture or in a particular room (like the kitchen) to maintain consistency in their training, please let us know and we'll ensure that their vacation is as consistent to their experience at home as possible. If your pup sleeps in a crate at night and you would like to keep this consistent, you're welcome to include their collapsible travel crate with their vacation belongings and we'll ensure they have access to their crate as requested.

7. **How do I connect with my host for drop off and pick up?** Our goal is to make your experience as convenient as possible. On weekdays you can therefore drop your pup off on their first day of vacation at BFF, Toronto (981 College St.) anytime between 7am and 1pm and your pup's host will pick them up from the daycare directly and then on the last day of their vacation, again provided it is a weekday, your host will bring your pup to the daycare and ensure they are ready to meet you anytime from 12pm to 7pm.

Alternatively, if your pup is beginning or finishing their vacation on a weekend which is outside of our regular daycare hours, or travelling to BFF, Toronto is not a convenient option for any reason, we will work with you to arrange a direct drop-off or pick-up from your host's home.

Please note that as a courtesy to our host's neighbours and to ensure the safety and well being of our team, pups must be dropped-off and/or picked-up between the hours of 10am and 7pm. All scheduling details will be organized and confirmed with you at the time of your pup's reservation to ensure that you are fully informed and confident with the plan prior to the start of your pup's vacation.

Thanks for choosing BFF as your trusted pet care expert. Email info@bffplaycare.com or call 416.551.CARE at any time for assistance. We're here to help and we're looking forward to hosting your pup soon.

