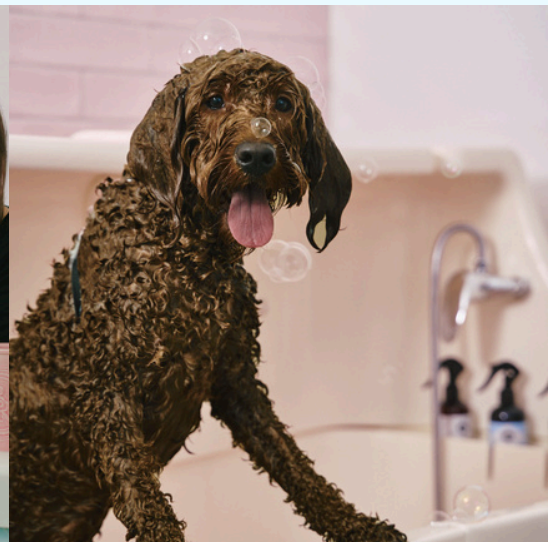




WELCOME PACK



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Welcome to the pack!

We're so excited to welcome you and your pup to Dogtropolis!

We know leaving your pup somewhere new for the first time can come with a few questions (and maybe a little nervousness!), so we've put together this guide to help you know exactly what to expect.

At Dogtropolis, we believe daycare is about more than simply letting dogs play all day.

Our days are built around socialisation, enrichment, good habits, rest and repeat!

Every dog is an individual, so we adapt our days to suit the pups we have with us and what they need to feel happy, safe and comfortable.

We can't wait to get to know your pup!

-The Dogtropolis Team

What does a day at Dogtropolis look like?

Every day at Dogtropolis follows a routine designed to give our pups a balance of play, enrichment, socialisation and plenty of rest.

While our schedule provides structure to the day, our team may adjust activities depending on the dogs attending and their individual needs.

Morning - Arrive & Settle In (7:30-10:00am)

Our pups arrive and have the opportunity to settle into their environment before the day gets underway. This is a time for greetings, toileting and getting comfortable with their friends and our team.

Morning Play & Socialisation - Time to get moving! (10:00-12:00pm)

Our pups enjoy supervised and guided group play, socialisation and activities suited to their age, size, energy and play style.

Any BYO lunch or enrichment add-ons (licky mats, kong chews etc. are given before rest time so our pups have proper time to rest their tummies and digest their food.

Rest & Recharge - Nap/rest time (12:00-1:30pm)

After all that excitement, it's time to slow down. Queue the lullaby music and set up for rest time.

Rest is an important part of every Dogtropolis day, particularly for our puppies. Our pups are given dedicated downtime so they can recharge before getting back into the fun.

Afternoon Activities - Enrichment Time (1:30-3:30pm)

Once everyone is refreshed, we get back into the action with more guided play, enrichment, socialisation and activities. We give our pups a chance to use their brains and their noses with activities such as: sniffing games, puzzles, scent work, interactive activities and fetch.

Wind Down - Ready & settled for a calm pickup (3:30-6:30pm)

As the day comes to an end, we start to wind things down and prepare everyone for home. We use this time to settle our dogs, minimal or no toys, calm guided play with each other or some cuddles with the team.

A little reminder: While we have a daily schedule that provides structure and consistency, every dog is different. Our team monitors the group throughout the day and may adjust activities, play groups or rest periods to make sure each pup is happy, comfortable and getting what they need.

Socialisation at Dogtropolis:

Socialisation isn't just about playing with as many dogs as possible.

It's about helping dogs learn how to comfortably exist around other dogs, people and new experiences.

Our team carefully observes the dogs throughout the day and helps guide interactions when needed.

We look at things like:

- Different play styles
- Energy levels
- Size and age
- Confidence levels
- Body language
- When a dog wants space
- When a dog needs a break

Not every dog wants to be everyone's best friend - and that's okay!

Some dogs love a big group game, while others prefer sniffing around, playing with a toy or hanging out with their favourite people.

Our goal isn't to make every dog play. Our goal is to help every dog have a positive day.

What do our enrichment & activities involve?

A happy dog isn't just a tired dog - a mentally stimulated dog is a happy dog too!

We incorporate different forms of enrichment throughout the day to encourage dogs to use their brains and their natural behaviours.

SNIFFING & SCENT GAMES

Dogs experience the world through their noses, so sniffing activities are a fantastic way to encourage natural behaviour while providing mental stimulation.

PUZZLES & PROBLEM SOLVING

Puzzles and enrichment activities encourage dogs to think, explore and work things out.

FETCH & BALL PLAY

For our ball fanatics, there's nothing better than a good game of fetch!

GUIDED GROUP PLAY

Our team supervises and guides group play to help dogs interact appropriately and safely. This can include toys, puzzles or dog & attendant/s interactive group activities.

INDIVIDUAL ATTENTION

Sometimes the best activity is simply spending a little one-on-one time with a member of our team. This is particularly important for anxious, new or dogs that need to build social skills.

Rest is part of the day!

One of the most important parts of daycare is something you might not expect... REST!

Especially for puppies, a full day of stimulation can be a lot to take in.

New smells, new people, new friends, new environments and lots of exciting activities can be mentally exhausting.

That's why we don't expect dogs to play continuously throughout the day.

Our team watches for signs that a dog may need some downtime and adjusts their day accordingly.

A dog who needs a quiet moment isn't missing out - rest is part of their Dogtropolis experience.

And don't be surprised if your pup comes home ready for a big dinner and an even bigger sleep!

Your PUPPY'S day - What does it look like?

For puppies, our focus is particularly on:

SOCIALISATION + GOOD HABITS + REST + REPEAT

Puppies are still learning about the world, so daycare is an opportunity to help them build positive experiences.

We encourage things like:

- Appropriate interactions with other dogs
- Confidence in new environments
- Calm behaviour
- Positive experiences with people
- Learning when it's time to play
- Learning when it's time to settle
- Exploring new sights, sounds and smells
- Plenty of rest

We don't expect puppies to be perfect.

They're learning - and we're here to help them along the way.

What should I bring?

For your dog's first day, please bring:

- Your dog's collar & lead (a must bring for every dog)
- Harness, clothing or other items like shoes, hat etc. if you require those items to get your dog safely and comfortably to daycare
- Lunch (if required), in an airtight/sealed container that is pre-measured and clearly labelled with your dogs name
- Medication, if required
- Any important instructions our team needs to know

Please make sure everything is clearly labelled with your dog's name.

If you're ever unsure whether you need to bring something, just ask our team!

FOOD & FEEDING

If your dog requires a meal while they're with us, please provide their food in a clearly labelled container.

Please let our team know:

- What they eat
- How much they eat
- When they normally eat
- Any allergies or dietary requirements

We may also use treats throughout the day as part of enrichment and positive reinforcement.

If your dog has any dietary restrictions, please let us know when booking.

MEDICATION & SPECIAL REQUIREMENTS

If your dog requires medication while they're with us, please speak with our team before their visit.

We also ask that you let us know about anything that may affect your dog's day, including:

- Allergies
- Dietary requirements
- Behavioural considerations
- Fears or anxieties
- Previous injuries
- Medical conditions
- Medication
- Anything else you think our team should know

The more we know about your dog, the better we can support them.

VACCINATION REQUIREMENTS

Because our dogs spend time together, keeping everyone healthy is incredibly important to us.

Please ensure your dog's vaccinations (C5) and preventative healthcare are up to date in accordance with Dogtropolis requirements.

If your dog is unwell, please keep them home and contact us.

This includes symptoms such as:

- Vomiting
- Diarrhoea
- Unusual coughing
- Significant lethargy
- Fever
- Contagious illness
- Other symptoms that may put our dog community at risk

When in doubt, please contact us.

We'd much rather have a chat and work out the best option for your pup.

ARRIVAL & PICKUP

DROP-OFF

When you arrive, our team will help your pup get settled into their day.

We know some dogs will run through the door without looking back...

...and others might need a little extra reassurance.

Both are completely normal!

Our team will help your dog transition into daycare at their own pace.

PICK-UP

At the end of the day, your pup will be ready to head home and tell you all about their adventures!

Please remember that your dog may be very tired after daycare.

That's completely normal - they've had a big day of learning, exploring and socialising.

REPORT CARDS & NOTE KEEPING

We know you want to know what your pup gets up to while they're with us - that's why we choose to take notes of core memories of the day, take photos and keep live updates on how your pups day is going through our booking portal 'PetBoost'. You have 24/7 access to these reports during and after any of your dog's visits with us and it's kept securely online which is accessed through our website or your emails!

We love capturing those fun Dogtropolis moments where possible, but please remember that our team's first priority is always caring for the dogs - not taking photos!

AFTER DAYCARE

Your pup might come home:

- Sleepy
- Thirsty
- Hungry
- Very happy
- Ready for another adventure

Or potentially all of the above!

Especially after their first few visits, your dog may need some extra rest while they adjust to the new routine.

We recommend giving them a calm evening and allowing them plenty of time to relax.



DID YOU KNOW?

Dogs can become tired from mental stimulation just as much as physical activity!

What if my dog doesn't want to play?

That's okay!

Daycare isn't a popularity contest.

Some dogs love running around with their friends, while others prefer sniffing, exploring, relaxing or spending time with our team.

We don't believe every dog needs to participate in every activity.

Our team watches your dog's behaviour and adjusts their experience to help them feel comfortable.

We meet dogs where they're at.

FAQ'S

Will my dog play all day?

No - and we don't want them to! Our days include a mixture of play, enrichment, socialisation, interaction and rest.

Will my puppy get a nap?

Absolutely. Rest is an important part of a puppy's day, and we monitor their energy levels and provide downtime when needed.

What if my dog is reactive, fearful, or doesn't like other dogs?

Please be completely upfront with us. Knowing your dog's behaviour beforehand helps our team plan appropriately and determine whether daycare is suitable.

Can I bring my dog's favourite toy or blanket etc?

Not necessary! We have everything your dog needs for their visit with us. Bringing other items from home usually end up being destroyed by other dogs, cause anxiety, or even possessiveness.

Can my dog still attend daycare if they're sick?

No. If your dog is showing signs of illness, please contact us to cancel your appointment and take your dog to the vet before returning them to daycare.

How many dogs are in each group?

Our groups are managed according to factors such as size, age, temperament, and play style to help create a safe and comfortable environment. Our staff to dog ratio is council regulated.

What happens if my dog is nervous or doesn't want to play?

Not every dog wants to play all day! We monitor behaviour closely and provide quiet spaces, breaks, and appropriate separation when needed.

Will my dog be supervised?

Yes - we supervise 24/7. Our team actively supervises the dogs throughout the day and monitors interactions, play styles, and energy levels.

What happens if my dog is nervous or doesn't want to play?

Not every dog wants to play all day! We monitor behaviour closely and provide quiet spaces, breaks, and appropriate separation when needed.

Can puppies attend daycare?

Yes, subject to our vaccination requirements (fully C5 vaccinated) and at least 18 weeks old. Puppies can benefit from carefully managed socialisation and positive experiences.

SOCIAL MEDIA & ONLINE RESOURCES



@dogtropolisdoggydaycare



@dogtropolisdaycare

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