



The Dog Lounge – Frequently Asked Questions

About The Dog Lounge

What is The Dog Lounge?

We're a boutique doggy daycare facility based in Soham, Cambridgeshire and we specialise in not being the biggest daycare - but the most caring. With small group sizes, plenty of enrichment, and lots of love and attention, every dog is treated as if they were one of our own.

Where are you located?

Unit 13 Ashley Industrial Estate, 79 Mereside, Soham, Ely, CB7 5EE

What are your opening hours?

We're open 7 days a week. Check out our Services page for full details.

Do you offer overnight boarding?

No

Does my dog need to complete a trial?

Yes – every dog must first be registered with us and once approved, a mandatory 2 hour trial session will need to be booked and successfully completed prior to booking regular sessions.

Why do you require a trial session?

We want to ensure that we're the perfect fit for your dog, and that your dog will be happiest in our care. We also need to monitor your dogs behaviours, get to know what they like and don't like and how best to keep them and other dogs safe and happy at every session.

Will every dog be accepted?

We are a very accommodating day care and will endeavour to do all we can to accept your dog at The Dog Lounge

What vaccinations does my dog need?

All dogs must be fully vaccinated, including Kennel Cough (Bordetella). Full requirements are in our Customer Policy Pack.

Do I need to provide proof of vaccination?

Yes. Please provide the original vaccination record so we can take a copy for your dog's records.

What happens if my dog's vaccinations expire?

Your dog cannot attend until their required vaccinations are up to date.

Can my dog attend if they are unwell?

No. Dogs who are unwell should remain at home until they are well enough to return.

What happens if my dog develops an infectious illness?

Your dog must not attend until they are no longer considered infectious and are safe to mix with other dogs.

What about flea and worming treatment?

Dogs must be kept on an appropriate flea, worm and parasite prevention programme.

Can my dog attend if they are taking medication?

Yes, where appropriate. Please tell us about any medication and your dog's individual needs.

What if my dog has a medical condition or special dietary requirements?

Please tell us. We will do our best to safely accommodate your dog's individual needs.

How many dogs do you look after?

Numbers depend on our licensed capacity, available space and, most importantly, the individual needs and welfare of the dogs attending.

How are dogs grouped together?

Dogs are grouped according to temperament, age, energy, play style and individual needs, with groups continually monitored.

Are dogs supervised throughout the day?

Yes, dogs are supervised throughout the day by our trained team. We continuously observe their behaviour, body language and interactions to ensure they remain happy, comfortable and safe.

Will my dog have time to rest?

Yes. Dogs will have access to comfortable, quiet rest areas throughout the day whenever they need them.

How much exercise will my dog get?

Exercise will be based on your dog's age, health, energy levels and individual needs.

Will my dog be allowed to play with other dogs?

Yes, where appropriate. Dogs will be carefully matched and supervised during social play.

What happens if my dog doesn't get along with another dog?

They will be calmly separated, and groups can be changed to ensure everyone remains happy and safe.

What happens if my dog shows aggressive behaviour?

Your dog will be safely separated and the situation assessed. We will discuss any concerns with you.

Will my dog ever be separated from the group?

Yes, if they need rest, quiet time or if separation is necessary for their safety or welfare.

Do I need to provide my dog's food?

Only if your dog requires feeding during their time with us. Food should be clearly labelled with their name and instructions.

Can you feed my dog during the day?

Yes. We can follow your dog's usual feeding routine and your instructions.

Can you accommodate special diets?

Yes. Please provide their food and clear instructions regarding any dietary requirements or allergies.

Can you administer medication?

Yes, where appropriate. Medication must be provided with written instructions and the required authorisation.

What happens if my dog refuses their food?

We will not force them to eat. We will monitor them and let you know if we have any concerns.

How do I make a booking?

Once your dog has completed registration and their trial assessment, you can contact us to arrange their daycare sessions.

Can I book without completing registration?

No. Registration and the required documentation must be completed before your dog can attend.

How far in advance can I book?

You can book in advance, subject to availability. Regular sessions can also be arranged.

Can I cancel or change my booking?

Yes, subject to our cancellation and booking policy. Please give us as much notice as possible.

What is your cancellation policy?

Our cancellation policy will be provided when you register and applies to all confirmed bookings.

What happens if I don't attend a booked session?

Missed sessions will be dealt with in accordance with our cancellation and payment policy.

Do you offer discounts for multiple dogs?

Yes. We offer a discount for additional dogs from the same household.

What happens if I'm late collecting my dog?

Please contact us as soon as possible. Occasional delays are understood, but repeated or extended late collections may incur additional charges.

Drop-Off & Collection

What time can I drop my dog off?

Our standard day begins at 8:00am. Earlier drop-off may be available by prior arrangement.

What time must I collect my dog?

Standard collection is by 5:00pm. Later collection may be available by prior arrangement and may incur an additional charge.

Can somebody else collect my dog? Yes, but you must give us written and signed authorisation in advance confirming who is permitted to collect your dog. Verbal permission alone will not be accepted, as we require written proof for your dog's safety and security.

What happens if I'm running late? We understand that occasionally delays happen. If you're going to be late, please contact us as soon as possible. We have a late collection policy in place; however, if lateness is occasional and not a regular occurrence, a member of our team will remain with your dog until you arrive.

Can I collect my dog early? Yes of course,

Where should I park? viva car park

What happens when I arrive? Please keep your dog securely on their lead when arriving at The Dog Lounge. They will remain on lead until safely inside and all entrance doors are securely closed, helping to keep every dog safe during drop-off and collection.

Emergencies

What happens if my dog becomes ill while at The Dog Lounge? Your dog will be made comfortable and separated from the group if necessary. We will contact you and arrange collection or veterinary care if required.

What happens if my dog is injured?

We will assess the injury, provide appropriate first aid and contact you. Veterinary treatment will be sought if necessary.

What happens if there is an emergency?

We have emergency procedures in place and will always prioritise the immediate safety and welfare of all dogs in our care.

Can you take my dog to the vet?

Yes. If veterinary treatment is required, we can transport your dog to your nominated vet or the nearest available veterinary practice in an emergency.

What happens if I can't be contacted?

We will contact your nominated emergency contact. If urgent veterinary treatment is required, we will act in your dog's best interests in accordance with your signed consent.

What happens if a dog escapes?

We have strict security procedures to prevent this. In the unlikely event of an escape, our emergency procedure will be followed immediately, and the owner will be contacted.

Behaviour & Welfare**What happens if my dog doesn't settle?**

We will give your dog time, reassurance and a quieter space if needed. If daycare isn't right for them, we will discuss this honestly with you.

What happens if my dog is nervous?

We will introduce them gradually, monitor their body language and allow them to settle at their own pace.

Can my dog be removed from daycare?

Yes. If we believe daycare is no longer suitable or in your dog's best interests, we may ask that they stop attending.

What happens if my dog displays aggressive behaviour?

Your dog will be safely separated from the situation and assessed. We will contact you and decide whether daycare remains suitable for them.

Will you tell me if there are any concerns about my dog's behaviour?

Yes. We believe in being completely open with owners and will discuss any behavioural or welfare concerns with you.

Can my dog be refused daycare?

Yes. We may refuse or suspend daycare if we believe attendance could compromise the safety or welfare of your dog, other dogs or our team.

What happens if my dog is injured?

We will provide appropriate first aid, contact you and seek veterinary treatment if required.

What happens if there is an emergency?

We have emergency procedures in place and will always prioritise the safety and welfare of the dogs.

Can you take my dog to the vet?

Yes. If necessary, we can transport your dog to a veterinary practice for treatment.

What happens if I can't be contacted?

We will contact your nominated emergency contact. If urgent treatment is needed, we will act in your dog's best interests.

What happens if a dog escapes?

Our emergency procedure will be followed immediately, and you will be contacted as soon as possible.

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What happens if my dog displays aggressive behaviour?

They will be safely separated and the situation assessed before deciding whether daycare remains suitable.

Will you tell me if there are concerns about my dog's behaviour?

Yes. We will always discuss any behavioural or welfare concerns with you.

Can my dog be refused daycare?

Yes. We may refuse or suspend attendance if we believe there is a risk to your dog, other dogs or our team.

Cleanliness & Safety

How often are the daycare areas cleaned?

Areas are cleaned throughout the day as required, with thorough cleaning and disinfection carried out regularly.

What happens if my dog has an accident?

It will be cleaned and disinfected promptly using appropriate dog-safe products.

Do you have somewhere for dogs to rest?

Yes. We have comfortable, quieter areas where dogs can relax and rest throughout the day.

Is the facility secure?

Yes. The Dog Lounge has been designed with security and the safety of the dogs as a priority.

How do you prevent dogs escaping?

We use secure doors, controlled entry and exit procedures, and dogs remain on leads until safely inside.

Registration & Policies**Why do I need to complete the registration form?**

It gives us the important information we need to care for your dog safely and understand their individual needs.

Do I need to read and agree to the policies?

Yes. Our policies must be read and agreed to before your dog can attend.

What happens to my information?

Your information will be stored securely and handled in accordance with our privacy and data protection policy.

How do I update my dog's details?

Please contact us whenever anything changes so we can update your dog's records.

What happens if my circumstances or my dog's health changes?

Please tell us as soon as possible so we can update your dog's records and make any necessary changes to their care.