

## FAQ

### WHAT ARE YOUR HOURS?

11 a.m. to 7 p.m. daily (inclusive of Public Holidays)

### CAN I TAKE A TOUR?

You can visit us any time from 1 p.m. to 5 p.m., seven days a week.  
Please drop us a line to make an appointment.

### HOW DO I MAKE A RESERVATION?

Call us at 6886 0956  
Email us at [reservations@petopia.sg](mailto:reservations@petopia.sg)  
Or just stop by PETOPIA in person.

### WHAT TIME ARE CHECK-IN AND CHECKOUT FOR HOTEL STAYS?

All animal guests can be checked in anytime between 3 p.m. to 6 p.m. Checkout time is 12 p.m.  
For guests on our transport service back to their residences, they will reach home between 12 p.m. to 1 p.m.  
(unless otherwise stated), seven days a week. Late checkout charges will be levied for guests checking out after 12 p.m.  
Checkouts after 4 p.m. will be charged a full day of stay.  
For a full list of checkin and checkout rules and conditions, kindly enquire with our Guest Relations.

### WHAT DO I NEED TO MAKE A RESERVATION?

We'll need a little paperwork – don't worry, it doesn't take long.

PLEASE PROVIDE:  
Current vaccination documentation  
Services Agreement (signed)  
PETOPIA Hotel Rules (signed)  
Guest Profile (filled out)

Please have these forms completed prior to your companion's stay.  
You can pick copies at the PETOPIA front desk or request for pdf copies when making online reservations.

### WHAT ARE YOUR STAY REQUIREMENTS?

We require a veterinarian certificate indicating proof of vaccination for Rabies, DHPP and for Bordetella within the last 6 months, or 12 months from the last vaccination, whichever is earlier.

A 48 hour waiting period is required after the first administration of the Bordetella vaccination, or if it has expired. If the vaccination was administered prior to the expiration of the vaccine, the 48-hour waiting period is not applicable.

All guests must be 4 months or older. To join daycare, female guests must not be in heat. Guests will require a "Meet and Greet" session so that we get to be acquainted with your pooch. This ensures the safety of all our guests. "Meet and Greet" sessions must be scheduled in advance, just give us a call to let us know you're coming in. We want to ensure that we have adequate time to get to know your pooch.

### WHAT SHOULD I BRING WITH MY DOG?

Feel free to bring a leash, collar or treats for your companion's entire stay. As many dogs are sensitive to sudden dietary changes, we find that it's best for you to provide your pooch's regular food. By request, we can prepare specialized meals\*, including cooking or thawing if required. Alternatively, if you forget your pooch's food, you can purchase diets from our retail zone.

\*charges apply; enquire for rates

### WILL YOU GIVE MY DOG THEIR MEDS?

No problem. We can administer any non-injectable medication.  
Just make sure medication is clearly labelled and dosage instructions are included.

### CAN I BRING MY DOG'S BED AND BOWLS?

As a full-service pet hotel, we provide the comforts of home including premium dog bedding, bowls and toys. We'd safekeep your furbie's personal items to the best of our ability should you want to bring some in, but we are unable to guarantee their condition upon checkout.

### WHAT IS INCLUDED IN THE DAILY RATE FOR MY DOG?

The hotel facility at PETOPIA is air-conditioned, with piped-in music (play list varies throughout the day) and burning of essential oil being monitored 24/7. Each premium room is private and you'll be able to check on your furbie when at rest or at play via dedicated webcams in assigned rooms and the play zone respectively. All guests enjoy a half-day of daycare in our playzone.

Each guest will be assigned to a dedicated hotel specialist (not more than 5 guests per specialist) and daily walks are conducted one a one-on-one basis. In maintaining a high level of hygiene, guests staying with us will enjoy complimentary baths or clean-ups during their stay. For pooches on prepared diets, our team will prepare your furbie's food as he/she likes it. Best of all, there is no shortage of love and cuddles.

### IS YOUR FACILITY SECURE?

Yes, we have PETOPIA staff staying over after opening hours 24/7. Our facility also features security and smoke detection systems that alert the police and fire departments in the event of an emergency.

### WHAT IF MY DOG DOESN'T PLAY WELL WITH OTHERS?

If your dog is not sociable, or requires one-on-one attention, for the safety of our guests, he or she is required to spend time in a separate play area and participate in private play sessions; additional fees is applicable so kindly enquire with our Guest Relations. Please note that PETOPIA has sole discretion on whether dogs may take part in social activities.

### WILL YOU ACCEPT MY FEMALE DOG WHILE SHE IS IN HEAT?

Absolutely. Because a female in heat can stress our male guests staying at the hotel and extra cleanup is involved, additional charges apply. We also require that dogs in heat stay in Premium Rooms for added privacy, ventilation and to keep other guests comfortable. She will enjoy two one-on-one walks with her assigned team member each day.

### DO YOU ACCEPT INTACT MALES?

Yes. For the safety of our female guests, unaltered dogs are required to enjoy daycare only with other male guests.

### WHAT IF I NEED TO CANCEL MY RESERVATION?

We understand that sometimes plans fall through. However, we do have cancellation policy in place. Kindly consult our cancellation policy by downloading the pdf file below.

### DO YOU OFFER GROOMING AND MASSAGE FOR DOGS THAT ARE NOT CURRENTLY STAYING IN YOUR HOTEL?

Yes. The various services under other service groupings, namely styling and healing & spa services, are designed to fit your furbie's needs. Please call for an appointment at 6886 9056.



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Centre for Holistic Pet Wellness