



Parent Quick Guide

We're excited to welcome you and your pup to Benny's Backyard — where **Happy Days & Cozy Nights** are more than a slogan. They're our commitment to providing safe and stress-free care for every dog who visits us.

Our Philosophy: Social, Structured & Stress-Free

At Benny's Backyard, we believe dogs thrive in a calm, positive, and social environment.

- Supervised group play is the foundation of our daycare
- We follow a **cage-free philosophy — the same approach we've proudly used at The Groom Room in Ridgefield**
- Suites and cozy crates are used for rest, meals, breaks, and overnight boarding
- Dogs enjoy balanced days of play, rest, enrichment, and structure

Our goal is to create a welcoming environment where dogs can build confidence, friendships, and healthy routines.

Because of this approach, **all dogs attending Benny's Backyard must be friendly with both dogs and people and comfortable participating in a social group setting.**

Before Your First Visit

To get started at Benny's Backyard, please complete the following steps:

1. Create an account in our [Parent Portal](#)
2. Complete all enrollment forms
3. Upload current vaccination records
4. Schedule and pass a **Daycare/Boarding Evaluation** (\$25 evaluation fee)

Additional requirements:

- Dogs must be at least **4 months old**
- Dogs over **6 months must be spayed or neutered**

All dogs must:

- Be **friendly with dogs and people**
 - Be comfortable in a group setting
 - Be willing to share space, toys, and attention
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Health Requirements

For the safety of all dogs in our care, we require proof of:

- Rabies
- Bordetella
- DHPP
- A fecal exam within the last 12 months

All dogs must be healthy and free of contagious illness or parasites.

If your dog is experiencing any symptoms of illness or is not feeling well, **please keep them at home and do not bring them to daycare** until they are fully recovered.

Examples of symptoms include:

- Vomiting or diarrhea
- Coughing or sneezing
- Lethargy or unusual tiredness
- Loss of appetite
- Eye or nasal discharge
- Any contagious condition or parasites

Dogs that have experienced vomiting, diarrhea, or other signs of illness should be **symptom-free for at least 24 hours before returning to daycare.**

If you are unsure whether your dog should attend daycare, please contact us first.

Lobby Hours & Booking

Lobby Hours

Monday – Friday

7:00 AM – 10:00 AM

4:00 PM – 6:30 PM

Saturday – Sunday

8:00 AM – 11:00 AM

3:00 PM – 5:00 PM

Additional policies:

- Booking is required — no drop-ins
 - Drop-off and pick-up occur during lobby hours
 - **If needed, we can coordinate drop-off or pick-up outside lobby hours in advance**
 - 24-hour notice is required for cancellations
 - Late cancellations or no-shows incur a **\$30 fee**
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Late Pick-Up Policy

We understand that unexpected situations can happen.

If you anticipate arriving after lobby hours, please contact us as soon as possible so we can coordinate your dog's care.

Dogs that remain at Benny's Backyard after closing time may be transitioned into **boarding for the night**, and additional fees may apply.

Repeated late pickups may result in scheduling restrictions.

What to Expect on Your Dog's First Day

Starting daycare can be exciting for dogs, but it can also be a new experience.

On your dog's first visit we will:

- Introduce them gradually to the playgroup
- Observe their social behavior and comfort level
- Provide rest breaks to avoid overstimulation
- Ensure they feel safe and supported in the environment

Many dogs adjust quickly, while others may take a few visits to fully settle in. Our team will monitor your pup closely to help them have a positive experience.

How We Structure the Day

Dogs at Benny's Backyard enjoy a balanced routine that supports both play and rest.

A typical day includes:

- Supervised group play and social interaction
- Outdoor time for fresh air and potty breaks
- Scheduled rest periods to prevent overstimulation
- Individual attention from our team

This structure helps dogs stay relaxed, happy, and engaged throughout the day.

What to Bring

- Food (if feeding is needed), in a clearly labeled container
 - Feeding instructions
 - Optional comfort item for boarding stays
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Safety & Comfort

- Dogs' nails must be trimmed for safe group play
 - Puppies under 6 months receive additional rest breaks
 - If a dog shows signs of stress, anxiety, or unsafe behavior, we may request early pick-up in the best interest of your dog and the group
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A Good Fit for Benny's Backyard

Benny's Backyard is designed for dogs who enjoy being around other dogs and people in a social, supervised environment.

Dogs that thrive here typically:

- Enjoy interacting with other dogs
- Are comfortable being handled by our team
- Can relax during rest periods
- Adapt well to structured group environments

Because we follow a **social, cage-free daycare philosophy**, Benny's Backyard may not be the best fit for dogs that:

- Show aggression toward dogs or people
- Experience severe separation anxiety
- Struggle in group or highly social environments

Our evaluation process helps ensure that Benny's Backyard is the **right and safe environment for every dog in our care.**

Why Dogs Love Benny's Backyard

- A calm, boutique environment
- Social play with carefully supervised groups
- Structured routines that help dogs feel comfortable
- Caring staff who treat every dog like family

We strive to create a place where dogs are excited to visit and where parents feel confident leaving their pups.

♥ Our Promise

We treat every dog like family.

At Benny's Backyard, your pup will experience structured play, intentional rest, and attentive care in a positive and supervised environment.

We're proud to serve **Wilton, Ridgefield, Georgetown, Redding, and the surrounding communities.**

If you ever have questions, our team is always here to help.



 **Benny's Backyard**
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