

FAQ Sheet



Fetch 'n' Fun
Wellness & Daycare

1. About us

Fetch 'n' Fun Wellness and Daycare Centre is a premier Gold Coast dog daycare and wellness facility, offering a safe, stimulating indoor environment for dogs of all sizes. As a one-stop shop for dog owners, we combine high-quality services with professionalism to support both pets and their owners.

Our mission is to keep dogs happy, healthy, and safe through mental stimulation, regular exercise, and consistent human interaction. At our Arundel facility, we take a positive, holistic approach, providing a fully supervised space where dogs can play, relax, and thrive while supporting their emotional, physical, and social wellbeing. We also partner with trusted local trainers and offer referrals when needed.

2. Extra services

Q What add-on services are available during my dog's daycare day?

A We offer a range of additional services to enhance your dog's daycare experience, including Fit 'n' Focus sessions, red light therapy, grooming, walks, massage therapy, overnight care, behaviour training, canine acupuncture, doggy birthday parties, treadmill sessions and reiki.

3. Opening hours

Q Where are you located and what are your opening hours?

A Our doggy wellness and daycare facility is located at 25 Demand Avenue, Arundel QLD.

We're open Monday to Friday, from 7:00am to 6:00pm.

4. Drop-off and pick-up

Q What are your drop-off and pick-up times?

A After your dog's initial assessment day, drop-off is between 7:00am and 10:00am so they can settle in and enjoy a full day of activities. For drop off, you're welcome to use our express lane service — simply pull up on the left-hand side, remain in your car, and one of our team members will come out to collect your pup.

We also offer an early drop-off and late-pick up service for an additional fee.

5. Treats

Q

What does my pup get fed at daycare?

A

We don't provide full meals, but use fish-based kibble and dog-friendly peanut butter for treats and enrichment throughout the day.

Pups with dietary requirements wear an allergy bandana, and you're welcome to bring your own treats.

We can also feed lunch if your pups need it - just bring it along!

6. Suitability

To keep our daycare safe and enjoyable for all dogs, we require:

Vaccinations: Dogs must have completed their core vaccinations (usually a course of three). We recommend speaking with your vet for personalised advice.

Temperament: Dogs must be friendly, non-aggressive, and comfortable around other dogs and people. All dogs must pass a pre-enrolment assessment.

Health: Dogs must be in good health -no recent illness (past 30 days), parasites, stitches, or bandages.

Desexing: Required for all males over 6 months of age.

Females in heat: Cannot attend during this time.

7. Enrolment

Q

What is a Fetch 'n' Fun First Assessment Day?

A

All new dogs complete a half-day (up to 5 hours) or full-day assessment so we can get to know their personality, observe their behaviour, and ensure daycare is the right fit.

Arrival: 7:00–7:30am

Cost: Same as a casual half or full day

Feedback: Provided by late morning

Enrol and book your pup's assessment day direct through our client portal:

<https://petmanager.com/book/fetch-n-fun-wellness-daycare>

If your dog isn't quite ready, we'll guide you on next steps and can recommend trusted professionals.

8. Client Portal

Q How do I use the Client Portal?

A Our Client Portal makes it easy to manage everything in one place. You can create your account, add your pup's details, upload vaccination records, view and sign our Terms & Conditions, book daycare and extra services, update your details, and view or manage your bookings anytime.

Access the Client Portal here: <https://petmanager.com/book/fetch-n-fun-wellness-daycare>

9. Daycare schedule

Q What does a day at Fetch 'n' Fun look like?

A

At Fetch 'n' Fun, every day is a carefully crafted blend of play, learning, and relaxation – with special events like birthday parties, Halloween dress-ups, Santa photos, and more sprinkled throughout the year.

Sample Daily Schedule

7:00 – 10:30am: Morning check-ins, greetings with the pack, outdoor play, water-play, gate manners & group sits

10:30am – 12:00pm: Enrichment activities and photo updates – snuffle mats, LickiMats, cardboard play, peanut butter, and more!

12:00 – 1:30pm: Chill time – cuddle puddles, mind games, and quiet enrichment

1:30 – 3:30pm: Group free-play, afternoon outdoor sessions, practicing gate manners, and interactive social time

3:30 – 5:00pm: Pick-ups begin, group sits, continued manners practice, and gentle wind-down activities

5:00 – 6:00pm: Free-play and final pick-ups

Every day is designed to keep dogs happy, stimulated, and relaxed, ensuring a balanced, enriching, and joyful experience.

10. Cost

Q How much does daycare cost?

A Please refer to our fee schedule on our website for pricing details:
www.fetchnfun.com.au

We do recommend consistent attendance to help dogs build routine and social connections.

For more information about daycare, additional services, and wellness options, please visit our website at www.fetchnfun.com.au

Contact us now to secure your spot!

Phone: 0430 353 209

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