

Daycare Membership FAQ

Am I required to keep a valid credit card on file?

- Yes

When are memberships billed?

- Monthly from original date of purchase using valid credit card on file.
- Prices are based on average of 4 weeks per month due to holidays, days without daycare, and length of month.

Can I cancel my membership?

- Customer may cancel memberships after completion of first 2 months of membership.
- Customer must notify MDCC no later than 7 days prior to membership renewal to avoid billing of recurring monthly charge.
- Once membership is cancelled all included benefits remaining will end once previously billed month ends
- Memberships are non-refundable

What happens to any benefits I didn't use within the month?

- All membership benefits reset with billing cycle.
- Any benefits left unused will expire and do not roll over.
- Daycare amounts are based on an average use per month
 - o Holidays & shorter/longer months will affect monthly uses and when benefit renewals occur.

How many days am I paying for each month?

- Silver memberships are billed for the cost of 7 total days per month @ \$33.48 per day. This will work out for an average of approximately 1-2 days per week. The total is not based on maximum use of days. You may need to purchase additional days if utilizing 2 days each week regularly.
- Gold memberships are billed for the cost of 13 total days per month @ \$31.86 per day. This will work out for an average of approximately 3-4 days per week. The total is not based on maximum use of days. You may need to purchase additional days if utilizing 4 days each week regularly.
- Platinum memberships are billed for the cost of 24 total days per month @ \$28.62 per day. This quantity is an approximation based on months with holidays, days daycare is not available, or shorter months.

Can I use 1 membership for multiple dogs in my house?

- No, each dog must have their own separate membership

Can I use my discount or coupons on memberships?

- No, our memberships offer great discounts on their own.
- You may use your discount or coupons on non-membership items/services according to our discount/coupon policy.

Can I purchase additional daycare days if I have a Silver or Gold membership?

- Yes, we offer discounted add-on daycare days for these membership levels.
- If you have one of our regular daycare packages, we may use these upon your request. Our discounted add-on days may offer greater savings depending on your membership plan.