



Daycare Membership FAQ

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

- Yes

Can I pay with cash or check for my memberships each month?

- No, all billing must be done via credit or debit card on file.
- A 3% card fee is already applied to total Membership Cost

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. 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. 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. 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.

How many nights per month can I use my boarding discount?

- You may use your Gold or Platinum boarding discount as many times as you would like for the month membership is active.
- This discount can be used on ANY den type

How does the Price Lock benefit work?

- If a price increase occurs in ANY of our services, you will be locked into the current pricing for X number of months based on your active membership level. Once that period is up the new pricing will apply.

Can I use my membership daycare days toward Early/Late or combined boarding check-in/out?

- No, the membership daycares cannot be applied to these services at this time for our Silver and Gold Members.
- These fees are waived for Platinum Members.

Can I purchase a membership if I already have a regular daycare package?

- Yes, you may. We can set your new membership up to bill after your package expires/is completed.
 - o You may also use any remaining package uses in tandem based on your current membership plan. We will do whatever works best for you and try to figure out the most cost-effective solution possible.

Can I upgrade my free Nail Clip to a Nail Buff?

- Yes, you may upgrade your free Nail Clip to a Buff.
 - o There will be a \$6 charge for upgrading from free Nail Clip to an A la carte Nail Buff.
 - o If upgrading to a Nail Buff with a Full Groom, there will be no additional charge as the price is the same.