

BOARDING

- **Where do the dogs stay while they're boarding?** Each dog has a clean, spacious canine condo complete with comfy bedding and bowls for food and fresh water. There is a solid divider between each dog's area so they have a sense of privacy and protection. Each dog gets an escorted visit to the indoor potty room 4 - 5 times per day to do their doggie business.
- **What do the dogs do during the day?** We offer a wide range of activities so that you can create the ideal vacation for your dog! Doggie Daycare (group play) is available for up to 12 hours each day and satisfies the needs of even the most active and social dogs. Options like Snuggle Time and Tuck in TLC give dogs the 1-on-1 dedicated attention and hugs they are used to at home. Ice Cream and Stuffed Kongs only a couple of our yummy snack options. You can select your own activities and snacks a la carte or choose from a list of our most popular packages.
- **What's included in the rate?** The nightly boarding rate (starting at \$30) includes what you'd normally expect from a human hotel - a private room, a comfy place to sleep, daily maid service, and meals delivered twice daily just like room service! We also provide 4 - 5 visits to the potty room spread out evenly for each pet's comfort. The a la carte activities and snacks start at \$3 per day, and daily exercise packages start at \$10 per day. You have plenty of flexibility to design a visit that works best for your dog and for your budget.
- **If I opt for a half day of daycare, how does that get scheduled?** We always evenly space each exercise plan throughout the day so that each dog gets enough rest in between active play sessions. A half day is 6 hours of play, and would typically be scheduled as 2 hours of play, followed by 2 hours of rest, repeated throughout the day.
- **Will my dog be lonely?** We offer a VERY friendly and fun environment, where the comfort and safety of your dog always comes first! It'd be hard for anyone to be lonely! While your dog will always be happy to be reunited with you, we are thrilled to see the dogs are also eager to come back and see us too.
- **What happens at night?** Our K9 Care staff is with the dogs until 9:30pm each night; and we return again at 6:30am. It works out to be just enough time for them to get a nice undisturbed sleep to rejuvenate for the next day of fun! Of course, we also have fire, sprinklers and alarm systems to keep the facility secure.
- **My dog is housetrained. Will this be a problem in your indoor facility?** Naturally, 99.9% of the dogs we care for are house pets and very well house trained. We monitor everyone carefully to make sure they are going potty normally and can of course address any problems or inconsistencies as needed. The artificial grass and fire hydrant in the potty room combined with the presence of the other dogs helps encourage the use of the potty room.

- **Will my dog's housetraining be affected when he comes back home?** Unless you happen to have a fire hydrant and 25 other dogs in your living room, you shouldn't see any changes in your dog's potty habits!
- **What do I NEED to bring?** The only thing we ask you to bring is your dog's food. It's best to keep your dog on the diet that he's used to in order to minimize any digestive upset.
- **Can I bring my dog's own toys?** Sure! While we do have plenty of toys available for use during daycare sessions, you're welcome to bring a few familiar toys from home that we can keep in the condo. Please be sure that all belongings are clearly labeled as they may be removed from the condo for periodic cleaning.
- **Can I bring a bed if I want to?** Bedding is the only belonging that we do not allow you to bring. We provide soft fleece bedding for all guests, and we offer comfy cot pillows as an optional upgrade. This bedding is laundered daily and has been selected specifically for its comfort and cleanability. We also maintain a strict policy against outside bedding to cut down on the chances of introducing fleas or flea eggs to our clean environment.
- **Do you accept raw food?** We accept many different types of food, but have chosen not to accept raw meat because of the human health concern of handling raw meat. There are some frozen and formulate raw diets that may work well as an alternative during boarding. Please call for suggestions.
- **What is the check-out time?** The official check-out time is 11am, but can be easily extended when Doggie Daycare or Grooming is utilized. Typical charges would apply for these additional services where appropriate.

DOGGIE DAYCARE

- **What is Doggie Daycare anyway?** Our daycare dogs are off-leash, socializing, and playing in our huge indoor area. They participate in ball fetching, wrestling, chasing games, and all realms of doggie fun! If desired, you may provide lunch and/or snacks which will be given during the visit. Dogs will also take advantage of "nap time" during the day to allow for much needed breaks.
- **Do the dogs ever get breaks or do they play 12 hours straight?** Doggie naps during the day provide a much-needed break from the hustle and bustle of doggie daycare. We offer lights-out time with classical music and dogs resting in individual crates. Hours of group play without a break can become stressful for even the most social creatures, and we strive to provide a balance of stimulating play and relaxing wind-down time.
- **Does everybody really get along? Do they ever fight?** We utilize a screening process to make sure that all dogs entering doggie daycare are likely to be good candidates. Most importantly, we ensure that the dogs are supervised at all times by people that are trained in off-leash dog behavior. Dogs that are monitored and managed properly in a daycare setting like ours get along much better than you'd expect!

- **Do you separate giant dogs from little dogs?** Yes! We have a special area set aside for small dogs at all times. This gives the wee ones a chance to let loose and play freely without worrying about being stepped on! Even though most of our large dogs would get along with small ones just fine, we maintain a strict policy for everyone's safety.
- **What are the requirements to have my dog enrolled into Doggie Daycare?** You must complete and submit a daycare application for approval. The application will be processed within 24-48 hours of receipt and you will be notified with the decision via phone or e-mail. We'll ask you to provide proof of current Rabies, Distemper and Bordetella vaccinations as well as a negative fecal exam within the last 6 months.
- **Does my dog have to be spayed or neutered?** All dogs over 6 months old must be spayed or neutered. We require that all dogs are healthy and free of contagious illnesses as well.
- **What are the hours for daycare?** Daycare is available Monday-Friday from 7:00AM to 7:00PM. The Indoor Dog Park is open to the public at 5:00PM and any daycare dogs that do not get along with Dog Park dogs may wait in the nap room if necessary.
- **Do I have to schedule a reservation for daycare?** Yes, reservations for daycare should be scheduled in advance of the desired date. If you have a last minute need, please do not hesitate to call on the same day to inquire if we have room for your furry friend. You may also take advantage of the online reservation request form 24 hours a day.
- **Will my dog(s) be supervised during daycare?** Yes! Our staff of trained K9 Care Specialists will provide non-stop supervision to help ensure the safety and comfort of all our guests.
- **How can I be sure the play space is clean?** The sanitation of K9 Kingdom is a constant and ongoing process. Only the highest quality, pet safe, and industry specific disinfectants are used in our facility. Your dog's safety, health and happiness are our highest priorities.
- **What other services are available during the daycare visit?** For an additional fee while attending daycare, your dog can receive: one half hour of training, which we call "Play 'n Train", an assortment of treats and chewy snacks, a **Full Groom** (must be scheduled in advance), or a **Bath** and/or **Nail Trim**.
- **What if I can't get there between 7am and 7pm?** For your convenience, we offer a "Pet Limo" service which allows us to take care of transportation for you. This can be a great solution for long working hours that might prevent you from picking up or dropping off during regular hours.
- **How will my dog act when he gets home from daycare?** Dogs generally will drink a lot, eat, and sleep through the evening! As a precaution, please wait at least one hour after returning home to feed your dog. This will prevent any complications associated with eating soon after a day of active play.

Grooming

- **What does Full Service Grooming include?** We provide a thorough shampoo and scrubbing (usually 2-3 times to cleanse and condition the coat), towel drying, blow drying, and brushing out. We also trim nails and clean ears with every Full Service Bathing or Grooming service. Anal glands may be expressed upon request for no extra charge.
- **What type of Shampoo do you use? Can I bring my own?** We have scoured and sampled several lines of professional shampoos to find our favorites. We use products from Natural Groomer that are formulated to achieve professional results. The main ingredients include Aloe Vera, Jojoba Oil, Avocado Oil, and other natural plant extracts. These are all designed to be gentle on sensitive skin, and soothing for dry or irritated skin. While we do allow you to bring your own shampoo, we won't be able to use anything that is not specifically formulated for pets. Human products are designed for a different pH and can be damaging to the dog's skin and coat.
- **What else can I do for my dog during Grooming or Bathing?** We have a fabulous Low-shedding treatment that gets out all the extra undercoat and slows down the shedding process. This can be repeated every 4-6 weeks, or only during shedding seasons. Each pet's need may vary. We can also provide teeth brushing, nail grinding, and nail painting upon request! Additional charges apply.
- **How far in advance do I need to plan?** Due to the popularity of our grooming and bathing services, we usually need at least one week advance notice to find an appointment that is convenient to your schedule. If you require an evening or weekend appointment, please plan farther ahead to be safe. We are happy to set up standing appointments on a regular schedule. Pre-holiday appointments are always in high demand! Simply call at any time to see what's available.