



26700 Highland Road, Richmond Heights OH 44143
Phone 440-442-0876 Fax 440-442-0540 www.K-9Kingdom.com

RESERVATION, CANCELLATION, DEPOSIT, and REFUND POLICY

All pricing and policies are subject to change without notice.

Overnight Boarding

Overnight Boarding Reservations

Reservations can be booked up to 25 weeks in advance either through the online portal or by calling us. You can call us to see if we have any same-day boarding availability. We base our staffing on information available between 10am-noon, so we may not be able to accommodate same-day requests.


Payments Collected

If you book the reservation in the online portal, *do not* pay the invoice at time of reservation. It needs to be adjusted by staff to reflect the actual pickup time, so fees will be collected at the end of the dog's stay.

Overnight Boarding Cancellations

If you need to cancel your overnight boarding reservation, please call us by 6pm the day before the scheduled arrival.

There are several ways to cancel an overnight boarding reservation:

- On our online portal, click the email icon  at the top-right
- E-mail us at amy@k-9kingdom.com
- Call us 440-442-0876, or
- Tell us in person.

Overnight Boarding Late Cancellations / Overnight Boarding No-Shows

A late cancellation notice is after 6pm the day before the scheduled arrival.

A no-show is when a dog does not arrive for their overnight boarding reservation without cancelling.

We haven't had many customer issues with late cancellations or no-shows, so thank you for your thoughtfulness. If late cancellations / no-shows become an issue, we will begin collecting deposits.

Services

Our commitment is to keep your dog safe, secure, and at ease. The decision on how we accommodate your dog(s) overnight is at the discretion of K-9 Kingdom. K-9 Kingdom may choose to:

1. Staff the building overnight in a congregate setting,
2. Separate the dogs within the facility and monitor electronically overnight, or
3. Transport the dogs to the owner's or an employee's home for the night.

Generally, we staff the building overnight on weekends, holidays, and peak vacation times. The decision to remain at the facility or transport to a home is based on what's best for the dog – some prefer their quiet time overnight to rest and recharge while others prefer additional stimulation and activity.



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Dog Daycare

Daycare Reservations

Reservations can be requested up to 8 weeks in advance through a) a submission through the online portal or b) phone call to make a reservation. If you sign up for the 'Waitlist' you will receive a subsequent email confirming your reservation once you have a spot.

If you didn't receive an email confirmation for a daycare spot, we recommend calling first, as we cannot guarantee daycare availability for walk-in customers.

You can see your upcoming reservations in the online portal.


Payments Collected

If you book the reservation in the online portal, you may either pay the invoice at time of reservation or in-store at time of drop-off.

Daycare Cancellations

If you need to cancel your daycare reservation, please call us by 6pm the day before the reservation. There are a limited number of daycare slots. Please call as soon as you know you will not be able to make your appointment.

There are several ways to cancel a daycare reservation:

- On our online portal, click the email icon  at the top-right
- E-mail us at amy@k-9kingdom.com
- Call us 440-442-0876, or
- Tell us in person.

Daycare Late Cancellations / Daycare No-Shows

A late cancellation notice is after 6pm the day before the reservation.

A no-show is when a dog does not arrive for their reservation without cancelling.

Since we base our ability to accept walk-ins on the number of scheduled reservations, failing to appear for a reservation or cancel on the same day, will result in a full charge for the day. If a package is used for daycare, we will deduct a day from it.

Services

Half-Day care is 5 hours from arrival (arrival window 7am-9am)

Full-Day care is 9 hours from 7am-6pm



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Daycare Packages

Packages expire 180 days from the date of purchase. Unused days will be forfeited upon expiration.

For package refunds, the used daycare days will be charged, less a \$5 fee to cover transaction and processing costs.

Payments Collected

You may choose to either purchase a package in the online portal or in-store.

When you reserve your daycare day in the online portal, you will need to select the checkbox to use your daycare credit. That's how the system knows to apply your pre-payment to the reservation.



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These pages are for your information...we don't need them back with the application.

Rules and Regulations

Safety: All dogs must be leashed when entering and exiting the building.

Manners: All dogs attending K-9 Kingdom must behave appropriately for group play. No aggression toward staff, other dogs, food, or toys will be tolerated. Dogs are fed individually or in family groups.

Ages: All dogs must be 3 months of age and have received 2 rounds of vaccinations. All dogs over 7 months must be spayed (female) or neutered (male).

Health: All dogs must show no signs of illness or have been ill in the past 30 days prior to their visit to K-9 Kingdom. If so, Veterinarian authorization will be needed to attend and/or resume attendance at K-9 Kingdom.

Vaccinations: All vaccines must be up-to-date.

Required vaccinations: Rabies, Bordetella (known as Kennel Cough), and Distemper/Hepatitis/Leptospirosis/Parainfluenza/Parvovirus (DHLPP or DHPP + Lepto)

Required preventatives: Year-round Heartworm, Year-round Flea control, Annual fecal sample

Suggested vaccinations: Canine Influenza, Coronavirus, Lyme Disease

Daycare Arrival: **Daycare dropoff is between 7:00 am - 9:00 am.** If you need an alternative schedule, please have a conversation with us.

Daycare Pickup: **Daycare closes at 6:00pm.** If you need to have your dog board overnight, just give us a call.

Daycare Attire: Remove any collars and harnesses. Flea/tick collars may remain on. You may hang your leash on a hook, however we will not be held responsible for missing items.

Reservations: Reservations are required. Walk-ins will be accepted based on availability.

Boarding Check-in time: **7:00 am - 7:00 pm;** early check-in (6:00 am) available if pre-arranged.

Boarding Check-out time: **7:00 am - 10:00am;** late check-out by **7:00 pm** is available for an additional fee.

Boarding Reservations: Advanced notice is needed before check-in. We staff based on the number of dogs scheduled.

Cancellation Policy: No fee. Please call to let us know so we can keep it this way.

Items to bring: Food, medication. We suggest you bring your own food so there's no change to your dog's diet. If we run out of your food, food will be provided for an additional fee based on the quantity used.