

Kingwood Kennels - Frequently Asked Questions

What should I bring for my pet's stay at Kingwood Kennels?

Vaccination records, feeding instructions & emergency contact information

If you haven't provided this information upon booking, please bring your veterinarian's vaccination records and any feeding instructions for your pet. In addition, it is important that you provide us with a local contact person in case of emergency if you not going to be reachable.

Hurricane Season policy: During hurricane season (June through October), it is strongly recommended that you provide us with a local emergency contact person that is prepared to pick-up and care for your pet in the event of a hurricane directly impacting the Houston area.

Identification

Pet owners are strongly encouraged to have a collar with ID tag on their pet, however, no prong or choke collars are allowed. When you drop your pet off at Kingwood Kennels, please take your leash or harness with you as we will use our own leashes for the duration of your pet's stay.

Bedding

For our VIP Suites, acceptable items include:

- Towel/s
- Small comforter or blanket
- Sheet
- Small dog bed

Please **DO NOT** bring large dog beds. Beds do get wet/muddy/soiled on occasion and we do not have the ability to wash large items. We cannot guarantee bedding will be freshly laundered on pick up.

Please label all bedding items with a wash resistant marker and include your pet's name and your last name.

Food

We recommend you to bring your pet's own food for their stay at Kingwood Kennels.

Please provide only enough food for the duration of your pet's stay as large food bags cannot be stored on your pet's kennel. Please bring food in an airtight container with a scoop or portioned into individual zip-lock bags for each meal.

Please label all food bags/containers/cans with a permanent marker and include

your pet's name and your last name.

Please note: There is an extra daily charge if you do not bring your pet's own food.

Toys

Chew toys, rawhide bones or an item of clothing are welcome! Fresh or dried bones are not allowed as they attract rodents into the kennels.

What time can I drop off and pick up my pet?

Our office hours are:

Mon - Fri	6:30am - 5:00pm
Sat	7:30am - 4:30pm
Sun	2:00pm - 4:30pm

To avoid additional charges it is best to pick up your pet before 5pm . Pets picked up after 5pm will be charged an additional daycare charge.

Drop-offs and pick-ups out of our normal business hours are at the manager's discretion and will incur a \$25 charge.

I want to board more than one pet. Is there a discount?

Yes! Kingwood Kennels offers discounts for boarding more than 1 dog, as long as all dogs are boarded in the same VIP Suite. Please refer to our boarding rates for more information. We do not offer discounts for boarding more than 1 cat, as we only allow 1 cat per condo.

Can my pet be bathed or groomed during their stay at Kingwood Kennels?

Yes! Kingwood Kennels has a professional groomer on site to bath and groom any breed of dog. Please call 281 358 4597 for our rates.

Does Kingwood Kennels charge extra for feeding or medicating my pet?

Our daily rates include feeding your pet's own food and administering any oral medications to your pet. There is an extra daily charge if you do not bring your pet's own food.

What is group playtime? Is there an extra charge?

Group playtime sessions are held in one of our exercise yards and allow your dog/s to play and socialize with other dogs. We assess each dog's temperament and activity levels and place dogs with similar natures together during group playtime. We strongly encourage your pets to participate in our group based

playtime although, where requested or deemed necessary by Kingwood Kennels, individual or family only playtime is also available.

Our boarding rates include unlimited playtimes daily for dogs in our VIP Suites. Our boarding rates for cats include unlimited indoor playtimes daily.

My dog DOES NOT get along with other dogs. Will my dog get any playtime?

Kingwood Kennels offers individual or family only playtime at the owner's request or if deemed necessary by Kingwood Kennels, for those dogs that may be especially timid or aggressive with other dogs.

My dog can be aggressive towards people. Can I board my dog at Kingwood Kennels?

For the safety of our staff and customers, we do not accept dogs that show any aggression towards people - no exceptions.

My pet is NOT neutered or spayed. Can I board my pet at Kingwood Kennels?

Yes! Please let a staff member know on booking and check-in that your pet has **NOT** been neutered or spayed.

Males that have not been neutered and that behave aggressively towards other dogs will be required to have individual playtime only.

Kingwood Kennels will **NOT ACCEPT** females in heat under any circumstances. It is the responsibility of the owner to ensure their pet is **NOT** on heat at the time of boarding.

Are any staff members present at Kingwood Kennels during the night?

Yes! The owner's residence is located on the property.

Do I have to pay a deposit to make a booking?

Any booking that falls into the peak or holiday periods below will be subject to a holiday deposit, which will then be deducted from your final bill. Please note that our holiday deposits are strictly **NON-REFUNDABLE** and **NON-TRANSFERABLE** - no exceptions. Your booking is confirmed only once we have received your deposit.

Can I get a refund of my deposit if my plans change?

No. Your deposit is **NON-REFUNDABLE**. Please only make your booking once you are certain of your travel plans.

What happens if my pet has an emergency?

When you check your pet in for boarding, you will be required to sign a release form that allows us to care for your pet and seek emergency veterinary care if required. If it is deemed a pet requires urgent veterinary care, the staff at Pet Spa Suites will first attempt to contact the owner or emergency contact person provided. **It is therefore VERY IMPORTANT that you provide us with accurate emergency contact information while you are away.** However, in an emergency, the pet will be taken to their regular vet, if available, or the nearest emergency clinic. The owner is responsible for any veterinary costs incurred during the pet's stay.