

Frequently Asked Questions

What is the experience of the people tending to my pet?

The owners of Pet Spa Suites, who will be living on site in The Woodlands, also own Kingwood Kennels. It is the largest Kennel in the Kingwood area, and is situated on 2.5 acres which includes Kingwood Dog Park. They bring a lot of experience from Kingwood Kennels and also incorporate new ideas from their home country, Australia. They have two dogs of their own. For more information please visit www.kingwoodkennels.com.

What should I bring for my pet's stay at Pet Spa Suites?

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.

Bedding

Our VIP suites are equipped with either a comfortable 2 1/2" thick cushion or a raised hammock-style bed. Both of these beds are gentle on your dog's joints but you are welcome to bring a towel or sheet to place on top of our beds. If you prefer, you may bring your dog's own bed BUT please be aware that we do not have the ability to wash large items. Bedding may, on occasion, become wet or muddy due to outdoor weather conditions.

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 Pet Spa Suites. **Please note: an additional daily charge applies if you do not bring your pet's own food.**

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.

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?

You can drop off your pet by appointment between the hours of 7am and 7pm, 7 days a week.

To avoid additional charges it is best to pick up your pet before the check-out time of 12 noon. Pets picked up after 12 noon will be charged an additional daycare charge.

IMPORTANT NOTE: Appointments made before 7am or after 7pm are at the manager's discretion and may incur an additional \$30 charge.

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

Yes! Pet Spa Suites 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.

Can my pet be bathed or groomed during their stay at Pet Spa Suites?

Yes! Pet Spa Suites offers bathing and professional grooming services for all breeds. Please call for pricing information.

Does Pet Spa Suites 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. **An additional daily charge does apply for feeding 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 guests to play and socialize with other dogs. Playmates are selected for your dog taking into account size, temperament and activity levels. Participation in our group based playtime is strongly encouraged as it allows dogs to develop social skills with one another, maintains their physical well being and provides varied mental stimulation.

Our boarding rates include 2 group playtimes daily (at least 45 minutes each). Additional playtimes are available for an extra fee. We also offer additional services such as walking on leash or one-on-one cuddle time for an extra fee.

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

Pet Spa Suites offers individual or family only playtime at the owner's request or if deemed necessary by Pet Spa Suites, for those dogs that may be especially timid or aggressive with other dogs. There is an additional charge of \$10 per day for individual or family only playtime.

My dog can be aggressive towards people. Can I board my dog at Pet Spa Suites?

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

My dog is NOT neutered or spayed. Can I board my dog at Pet Spa Suites? Will my dog get any playtime?

Yes, dogs that have NOT been neutered or spayed are accepted for boarding! However, your dog may be required to do individual or family-only (if you are boarding more than 1 dog) playtime at an additional charge.

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

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

Are any staff members present at Pet Spa Suites during the night?

Yes! Pet Spa Suites has managers on-site during the night.

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.

IMPORTANT NOTES:

- A minimum 3 night stay applies to all peak period and holiday bookings.
- If a pet is picked up earlier than their intended stay, the owner will still be charged for the length of stay originally booked.

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.

Can I transfer my deposit to a future booking if my plans change?

No. Your deposit is **NON-TRANSFERABLE**. 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.