

K9 AQUATICS SPA POLICIES

Thank you for choosing K9 Aquatics, Inc. We have strived to make our spa inviting and comfortable to that your visit is a pleasant and enjoyable one for you. Since we are located in a private residence, please respect our neighbors and our spa by complying with the following spa policies:

Your Arrival at K9 Aquatics

- 🐾 When you arrive, please wait for the prior client to leave before exiting your car. If the prior session is running a little late, please know that you will always be entitled to your full session time.
- 🐾 Please make sure that your dog goes potty prior to your appointment. You may use our designated potty area (grass on either side of the brick path). Please respect our neighbors and do not allow your dog to go potty in our neighbor's yards. Doggy waste bags are provided so please pick up after your dog and discard the bag in the designated trash can. Note: After a warm water session, your dog will probably need to go potty. If you have more than one dog, please take your dog to the designated potty area to relieve itself after its session.
- 🐾 Due to health considerations, we reserve the right to charge you up to a \$300 cleaning fee if your dog defecates in the pool. If this occurs, we may need to drain and refill the pool and this means that we must reschedule our other client's appointments for the next 24-48 hours.
- 🐾 For the safety of your dog, please keep your dog on leash when outside the spa. The City of Sammamish does observe a leash-law policy.

In The Spa

- 🐾 Only one dog per person (with a maximum of two dogs and two people) is allowed in the water at one time. If you have more than one dog with you, please keep the dog that is not in the water restrained on a leash or in your car.
- 🐾 Please do not allow your dog to run loose in the spa while you are in the water. All dogs must be in the water with you or restrained.
- 🐾 Please do not allow your dogs on the furniture.
- 🐾 No food is allowed in the spa or water at any time.
- 🐾 Towels are provided for your use to dry your dogs. If you will be going in the water, we kindly request that you bring your own towels for human drying. If you wish to dry your dog after the session, please leave yourself enough time so that the next client can start their session on time.

In General

- 🐾 Please let us know of any health changes to your dog. Some conditions may limit the amount of exercise or exposure to warm water your dog should have. Note: You should always discuss warm water exercise and massage with your vet if the health of your dog changes.
- 🐾 Prior to any exercise program or activity, it is advised that you do not feed your dog for 2-3 hours prior to and one hour after the appointment. Note: You should check with your veterinarian to see if this is acceptable for your dog.
- 🐾 You are responsible for the actions and well-being of your dog and any guests while on the premises.
- 🐾 Please let us know if there is anything we can do to make your experience more enjoyable.
- 🐾 Please respect our spa, our private residence and our neighborhood.

Appointments and Payment

- 🐾 Please be aware that cancellations made less than 24 hours in advance may incur a charge unless we are able to fill the appointment. As long of a notice as possible is very much appreciated. If you fail to show up for your appointment and do not cancel or reschedule, we reserve the right to not book future sessions or request payment in advance.

Thank You for choosing K9 Aquatics!