



KONA'S K9 CLUB POLICIES

By becoming a member of Kona's K9 Club, you agree to adhere to the following policies and procedures set forth in this document, effective as of January 1, 2014. For the purposes of this document, the terms *Client*, *Owner*, *Pet Owner*, *Customer* and *Member* are synonymous with the person contracting services for one or more domestic animals.

KEYS

Two copies of your key must be provided during the initial meet-and-greet in order for us to begin providing service. By providing Kona's K9 Club copies of your key, you agree to allow us onto your premises in order to pick-up/drop-off your dog. If you do not have keys ready at the time of the meet-and-greet or if you would like your keys returned at the end of service a \$5 key pick-up/drop-off fee may apply.

HOLIDAYS

There is a holiday fee of \$7.00 per service that is applied for any and all services performed on the following major holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day.

BUSINESS HOURS

Our business hours are from 8 AM to 6 PM, Monday through Friday. All phone calls received outside business hours will be returned the following business day, unless stated in your voicemail that it is an emergency. Walks and adventures will take place within our business hours, but please don't hesitate to contact us for any special requests.

CANCELLATIONS

In order to be fair and respectful to all our clients, we appreciate a cancellation notice as soon as possible. However, we understand that stuff happens, so at Kona's K9 Club there is no charge for cancellations.

VACCINATIONS/IMMUNIZATIONS

All dogs must be current on their vaccinations in order to receive service. During the initial meet-and-greet, we will collect your veterinarian contact information to verify current vaccinations. It is the responsibility of the client to stay up-to-date with vaccinations. Kona's K9 Club reserves the right to deny services to any dog without proper vaccination records. Required vaccinations include Rabies, Bordetella, and Distemper/Parvo.

DOG WALKS

All dog walks will take place in public areas. For your dog's safety, we will always have your dog leashed. Dogs are expected to behave on leash without pulling or lunging.



GROUP WALKS

Just as above, all dogs on group walks will be leashed. Group walks will never consist of more than 6 dogs per dog walker. Dogs will be interviewed before placed in a group walk. When picking up and dropping off dogs for group walks, dogs will be transported in safe and reliable transportation.

DOG ADVENTURES

Dog Adventures consist of on-leash hiking trails, off-leash dog parks, and off-leash dog beaches. For off-leash adventures your dog is required to respond to voice commands. All of the locations listed for our adventures are areas in which your dog can come into contact with fleas, ticks, and other dogs off leash. It is the owner's responsibility to administer any medications and/or vaccines for prevention. We will do our best to prevent infestation, but Kona's K9 Club is not liable in the event that it happens. When picking up and dropping off dogs for dog adventures, dogs will be transported in safe and reliable transportation.

DOG TRANSPORTATION

All dogs will be transported in an enclosed vehicle. Our company truck has a shell on the bed and any dog that rides in the bed will be tethered. All dogs that ride in the cab will be harnessed. This is for the safety of your dog, other dogs, and the driver. If your dog has any special needs for riding in a vehicle, please let us know and we will do our best to accommodate them.

SERVICES AND RATES

Kona's K9 Club reserves the right to change rates for any service, at any time, without notice.

PHOTOGRAPHY

When you become a member of Kona's K9 Club you consent to Kona's K9 Club photographing your dog(s) and allow these photos to be posted to social media and our website's gallery page. All photos are the property of KK9 Club LLC.

PAYMENTS

We accept cash, checks (payable to KK9 Club LLC), and all major credit cards. Payment is due within 2 business days of the invoice date. There will be a \$35 service charge for each returned check. Failure to pay may result in cancellation of services without notice.

REFUNDS

Kona's K9 Club ***does not offer refunds*** for services rendered. In the case that you are dissatisfied with a service that has been provided, Kona's K9 Club will offer your next service at a discounted rate in order to satisfy your needs. We stand behind our customer service values and will do our best to make sure every member is pleased with our services. Any prepaid services may be refunded with a written request.