



Policies, Rules, Facts :

Please don't knock on the door. Ever. We have a building full of dogs and dogs universally hate knocking. We typically can't hear you, but the dogs can and they have big feelings about it.

The doorbell goes to my (Cara) phone and my phone only. It makes no noise inside the building. I can't even imagine how long it would take to desensitize every dog that comes through our doors to that, but I do know I don't have that kind of time. The doorbell is mostly for me to watch for training clients and deliveries. I know that is confusing, but I also don't really want it to bother everyone working inside. I see it and I'll message whoever is working as needed, but before you ring it please check to see if it is drop-off or pick-up time or your selected appointment time. We rely on appointment times to keep things running smoothly. If you're early or late see below.

Tours : We don't do them. It's an insurance liability. It's also so stressful for the dogs to see people wandering about. We're also limiting new clients so this shouldn't really be an issue going forward. We are hoping to open the yard and training spaces up to the community in the coming year, but the kennel areas will always be off limits for everyone's safety and comfort.

Hours :

Monday - Friday : 6:30am to 9:30am or 3:30pm to 5:30pm

We will always try to be helpful and supportive of our customer's needs, however, early or late pick-ups or drop-offs take time away from the dogs. Dogs need so much and we just don't always have space for spontaneous people encounters. That being said we do understand that things come up and want to help so please communicate with us as soon as you know you'll be late or need to be early. We'll do our best.

Weekends : **ARE BY APPOINTMENT ONLY. STICK TO THE TIME YOU SELECTED IN PAW PARTNER.** I'm not upset. I don't mean to yell, but this gets missed a lot. We don't get days off, we get hours off. We try to balance making the most of our weekends and giving the dogs the most we can. It is hard. We do later bedtimes on weekend nights so we can get to the kennel a bit later in the morning. We plan our whole weekend based on scheduled drop-offs and pick-ups. We still make sure the dogs get out plenty, but this is hard to do if we are keeping an eye on the door constantly. We only open the door at scheduled times. These times are what you select in Paw Partner when you make your reservation. If you need to change these times let us know. We will try to find a time that works better for everyone. If you are early, you can message to let us know you are there but we cannot promise we will be able to run right to the door, or that someone is there. If you are late we will wait for 10 minutes and then we will lock the door so we can get back to the dogs. You will have to message us when you get there and we will be out as soon as we can. Please communicate with us as soon as you know you'll be late so we don't waste time waiting at the door. The dogs are so very demanding and require much attention and patience.

Communication : There are various ways to communicate.

Phone # : 309 798 6513 is our business number but it only goes to my (Cara) cellphone. Every call and text comes to me. It is hard to manage but I want everyone at the kennel focusing on dog care, not client communication. I don't answer phone calls as a rule. They eat up too much time and I'm often not in a place where I can listen or hear anything. Text is always fine. I will answer as I can. I typically see all messages right as they come through but only stop what I'm doing for time sensitive matters. Otherwise I'd never get anything done. It does typically take me a day or two to get to all the messages about scheduling. I'm trying my best. If it's taking a couple days feel free to send a reminder. Texts never upset me. Do try to remember that I haven't had a complete day off from this business since we opened 6 or 7 years ago. There is no peace in this industry. I'm cool with that but patience and kindness are always appreciated. I want to help you help your dog however I can.

Messenger : Everyone who works at Heel.Sit has access to our messenger and we usually see these messages the fastest. Sometimes it can take a day to get it to the right person with the right answers but if it is a simple "I'm stuck at a train" this is probably the best bet we will see it fast.

Paw Partner : Everyone who works at Heel.Sit also has access to Paw Partner messages. We don't always see these as fast but we are in the app several times a day so they are still a great place to contact us about your dog's needs or questions.

Email : heel.sit.dog@gmail.com or heel.sit.dogs@gmail.com Both are valid. I (Cara) am the only person with access to the email so only I see these messages and I get 100s of emails a day. Most are junk, but still it takes time to sift through the emails and find relevant messages. Be patient if you use this avenue.

Refunds : I love what I do. If possible I'd do it for free. I hate taking your money, but sadly we all need to live.

Boarding : I am happy to give your money back to you for all canceled boarding reservations. Travel is hard enough without petcare as an added hurdle.

Daycare : Refunds for daycare packages are situational. I won't refund them just because you forgot to use them. If you have a really good reason for not being able to use them, reach out. You can always transfer them to someone else or use them as credit towards boarding or training.

Training : As a rule I don't give refunds for training packages. You can transfer those credits to boarding or daycare or to someone else who needs them. Owning a dog is a commitment. Training that dog is also a commitment. It should be taken seriously.

If you have commitment issues you never have to purchase a package for anything. You can pay for all services individually.

Door Etiquette : Please be courteous at pick up and drop off. We are floating a few ideas to deal with congestion. We would like to replace the door and even potentially add a second door, we are also planning to try a system where you message and we run dogs outside to you. While we figure that out please be courteous at pick up and drop off. We have a lot of socially awkward dogs that need space. Please peek in the window before entering. Please be patient and wait your turn at/in your car. We're moving dogs as fast as we can and some take a bit longer. Please try not to acknowledge other dogs coming and going. Some of them have stranger danger issues that we are working on and any attention sets them back. Even eye contact can be too much pressure.

Please also keep your dog under control and don't let them greet other dogs on leash when coming and going. Please don't let them stick their heads through the half door if there are dogs loose in the back. We like to manage all dog encounters carefully and not everyone is best friends. If you see another dog please move your dog away and give them space. Distance is everyone's friend.

Kennel Cough and germs : If your dog is coughing please keep them home. If your dog has goopy gross eyes and doesn't typically suffer from allergies please keep them home. We run a social kennel. Germs are always going to be a factor. We just ask that you are careful. Remember that everytime you go to another kennel, daycare, vet's office, groomer, dog park, social dog gathering your dog is picking up germs and is at risk of spreading them. By all means take your dogs to all the fun places, but if you hear of kennel cough outbreaks avoid unnecessary exposure and avoid those places. If your dog seems off please keep them home.

If your dog comes to Heel.Sit and has any sort of symptoms we reserve the right to isolate them. We will still love them and make sure they have the best time possible, but we have to protect everyone else from cooties.

We try really hard to not ruin vacations or add stress to travel so please trust that we are doing everything we can to keep everyone safe and comfortable and will only alert you if we think there is something that needs immediate attention. Let us worry for you.

Injuries : If something requires vet care, you'll hear from us. If it may need vet care soonish, you'll hear from us. If it doesn't need vet care or isn't emergent we will tell you at pick up (think minor limps or scratches). If your dog does need vetcare while you are at work or out of town we will take them in. If the injury was caused by another dog here or something we feel could have been avoided we will cover it. If it is caused by your dog being a maniac we likely won't. Our insurance company helps make these decisions. Dogs are agents of chaos and we are all doing all we can to keep them safe.

Dogs in Heat : We don't want em. Please if your female is intact, know their cycle and have a back up plan for boarding just in case. I get that it's hard. I have two intact females at the moment and it is bloody inconvenient at times.

Feeding : Our goal is to make sure everyone eats and is happy and healthy. We will do whatever you recommend as long as it's working but we will also make adjustments to your dog's feeding routine as needed to help them thrive. Again please know we are doing our best to help your dog. If they are slow eaters we may break up their meals into smaller feedings. If they are eating too fast we may scatter feed their food or use a slow feeder. If they are throwing up or having weird gross poop we may withhold a meal to let their stomach settle. It is common for dogs to have loose stool when stressed. Changes in routine are stressful even if they aren't bad changes. It is common for dogs to have irregular poo when they come to boarding and also when they go home. It should pass quickly as they adjust. We try to stick to treats that have limited ingredients and are easy on the tummy. I only add this here because people worry about their dogs eating and pooping a lot and so do we. We are all trying.

Playtime : Not every dog loves every dog. It can take quite a while to get a new dog playing comfortably in a group and we will not risk forcing a dog into group if it doesn't feel right for everyone. Dogs need to be comfortable with us and the kennel environment and dog yard before they can feel comfortable socializing. Some dogs take to everything right away. Some dogs take a while to warm up. It's a process. We start with dogs in separate yards, so they can see the group, and we can judge how they seem to be feeling about it. We don't want them to be over excited or scared. If we're not completely sure a dog is ready for group, we will start introducing them slowly to one dog at a time. I do believe most dogs enjoy some level of socialization with other dogs. But what that looks like really depends on the dog. A lot of dogs who are over the age of two are going to be more selective in their social circle. Some dogs prefer just quietly coexisting in the space with minimal interaction rather than actual play. They like to sniff and wander together. It's cute. Some dogs want to run together. Some dogs are into wrestling. We try to find a match for everyone.

We are lucky enough to have our Heel.Sit mascot Delta, who is incredible at greeting and reading new dogs. That's usually where we start. From there, we will try to find other friends that match each dog's preferences. This is not always a forward progression. Some dogs need to go back to more breaks or alone time on occasion. Sometimes stressful things at home make it harder to play here. We are flexible about what they need and where they need to be. Dogs who need to go out alone or in small groups still get plenty of time in the yard to explore and we try to find other ways to make their time fun while they're getting used to the idea of being around new dogs. We make sure there's value in coming to Heel.Sit for all dogs that show up here while still respecting their space.

Kennels : We have a variety of kennels of all sizes. We decide where dogs stay depending on the dog. Some dogs do better with more room, others prefer a smaller space. If you have multiple dogs we also decide if they should stay together or separate based on how they are behaving. We make adjustments depending on behavior we see so everyone is as comfortable as possible.

The Future : We are going to be shrinking our numbers this fall/winter. We want to focus on giving the most to fewer dogs. We also want to focus on strengthening our Heel.Sit community and being an all around support system for our clients. We are here to help with training and care in any way possible. I want Heel.Sit to feel more like a canine social club than just a boarding club. We are very slowly redoing many areas of the building to facilitate this. We are hoping to open the new training space and the yard to the community for private rentals and fun dog community gatherings.

- We are transitioning our garage play area into a boarding space :
 - New Lights
 - Adding air and heat
 - Sealing the floor
 - Moving the kennels
- We are transitioning our current boarding space into a training and indoor play space :
 - New paint
 - Seal and paint the floor
 - Set up training condos
 - New windows
 - Confidence building obstacles
 - More indoor play space
 - Hopefully an indoor swim space
- We are completely redoing the front room to make a proper reception space with room for retail and photo opportunities.
- We're looking into off street parking options, this really depends on the city more than anything, but fingers crossed.
- Plus all kinds of great yard improvements
 - Giant Play Tunnels
 - Training areas
 - Sniff-ari areas

It's gonna be amazing but it has been a brutally tedious process. Everything is expensive and takes forever. This does mean in the future there will be less room available for boarding and daycare. Please book accordingly. Also know that booking priority will go to our long term regular clients who we have well established relationships with. We work so hard and try all we can to help our dog clients do their best when they are with us and want to make a positive impact when they are at home as well. We will always prioritize clients that recognize and appreciate that and want to work with us towards those same goals. I love giving away training and management advice. We love watching dogs blossom into their happiest selves. We have seen so many dogs make so much progress in our program. It takes a lot of trust and communication on both sides. In short we aren't super interested in being just another service industry business that people use and abuse. Please be courteous and respect our policies so we can keep this business growing in the right direction.

I appreciate all of our clients so much and we've loved watching your dogs grow and learn over the last 6 years. We want to be doing this for you and your dog for a long time. I hope this helps answer any questions and clears up any confusion.