

There are several reasons for us not allowing owners to accompany pet to their new surroundings. Some are logical, some are quite complex, and I will attempt to offer explanation for you.

Firstly - Safely and security: Attendants are constantly moving pooches to and from exercise areas. We can't be worried about the possibility of someone getting bitten by another pet that is boarding nor can we take responsibility for people actions around animals trusted to our care. There is one rule for everyone, seldom an exception. We need to be focused on your pet to make the transition from leaving you to entering the kennels a smooth one. This brings me to my next point:

Owner Anxiety: No matter how much we try and disguise it, your emotional state affects your pet, altering his or her state of mind, making them fearful or uncertain and thus more difficult for their attendant to settle them in. Our attendants are trained to minimize this and encourage an appropriate state of mind for your pet giving them the best possible chance of enjoying their stay from the outset.

Your Dogs Memory: It is believed that our pets need prompting for their memories and recollection. Thus, if they ever see you in the kennel area, they will associate you WITH that area and will be more likely to look for you. If they leave you from within in the office area they will not associate you with their kennel and will not continually look for you. This theory has been proven time and time again in our experience, and is possibly the main reason why we don't permit owners into the area if their pet is present.

And then there is the Time factor: Logically, if we were to have policy allowing owners to come in with their pets, admission times would be exponentially greater, valuable attendants time would be taken away from care of your pets and costs would increase because additional staff would be needed to perform the same duties!