FAQ

WHAT ARE YOUR HOURS?
5:00 a.m. to 7:00 p.m. Daily (excluding holidays)

CAN I TAKE A TOUR?
You can visit on any day from 7:00 a.m. to 7:00 p.m., seven days a week. Please drop a line in our box to make an appointment.

HOW DO I MAKE A RESERVATION?
Call: 918-727-1688
Email: frontdesk@petopia.com
Or just call and Petopia will process.

WHAT TIME SHOULD I CHECK IN AND CHECKOUT FOR HOTEL STAYS?
All arrival guests can be checked in between 1:00 p.m. to 4:00 p.m. Check out is 11:00 a.m. For guests on our therapy services listed on their residency, they will check in between 1:00 p.m. to 4:00 p.m., and check out between 10:00 a.m. to 12:00 p.m. for guests on pet taxis and pet taxis for guests checking in and out.

Check out after 11:00 a.m. will be charged a full day's rate.

An all day's rate includes all check-in times and check-out times without making any reservations.

WHAT IF I NEED TO MAKE A RESERVATION?
We'll need a little paperwork – don’t worry, it doesn’t take long.

PLEASE PROVIDE:
Current vaccination records
Service Agreement (signed)
Vaccination sign-off
Pet photo
Pet name
Pet foster held out

Please bring these to your appointment.

You can pick copies at the PERTOPIA front desk or request to pick copies when making online reservations.

WHAT ARE YOUR DAY REQUIREMENTS?
We require a reputable reference providing proof of ownership forESA, SAP, or for the boarding within the last 6 months, 12 months from the last vaccination, whichever is later.

A 1-hour boarding period is required after the administration of the boarder's vaccination, or if it has expired. If the owner does not provide an appropriate reference, the boarder may not be allowed to stay. The boarder will be billed for any time spent waiting to board. The fees will be incurred by the owner, and the boarder will be returned unreadable. This is to ensure the safety of all guests. No pets and drugs are allowed in the facility, and there are no exceptions. Guests must be in control of their pets. If they are not, their stay will be ended immediately, and no refund will be provided.

A minimum of 24 hours is required to be in the facility. All guests must be present in the facility. There is no time for pets to be unattended. This is to ensure the safety of all guests. No pets and drugs are allowed in the facility, and there are no exceptions. Guests must be in control of their pets. If they are not, their stay will be ended immediately, and no refund will be provided.

WHAT SHOULD I BRING WITH ME?
Please bring a leash, collar, and toys for your pet's entertainment while away. The dogs are susceptible to sudden dietary changes while away, and it is best to provide your pets' regular food.

by request, we can prepare special diets for your pet, including internal medicine or PPE treatment.

Additionally, if you forget your pet's food, you can purchase from our retail store.

WHAT IS INCLUDED IN THE DAILY RATE FOR MY DOG?
The board rate at PERTOPIA is per dog, per day, with a minimum of two days. The board rate includes all meals and food, and boarding of essential services being offered (new). Each additional dog is provided with an extra area in the board for dogs to play while they are in the facility.

All dogs enjoy a full day of dog play in our playground.

Each guest will be assigned a dedicated board space, and an area to play that is separate from the other dogs. Each guest will be provided with a clean, comfortable bed, and there will be a designated play area for each guest, ensuring that each guest has a designated play area for them to play and sleep. Each guest will be provided with a designated play area for them to play and sleep.

WHAT IS YOUR FACILITY SECURED?
Yes, we have PERTOPIA staff in our main entry area to ensure your pet's safety. Our facility is also equipped with a security and detection system that ensures that the police and the security are informed of any necessary actions.

WHAT IF MY DOG DOESN'T PLAY well WITH OTHERS?
If your dog does not like other dogs, please let us know before your stay. We will be happy to accommodate your pet's needs. We are dedicated to providing a safe and comfortable environment for all pets.

DO YOU ACCEPT IMMUNE MALES?
Yes. For the safety of our female guests, we require each male dogs to be in a designated room and a designated play area. We also provide a designated play area for each male dog to ensure their safety while in the facility. If you have any questions about our policies, please feel free to ask.

DO YOU OFFER BATHING AND MASSAGE FOR DOGS?
Yes, the services offered include a variety of services, including dog baths and massage, and are designed to fit your pet's needs.

DO YOU OFFER GROOMING AND MASSAGE FOR DOGS THAT ARE NOT CURRENTLY STAYING IN YOUR HOTEL?
Yes, the services offered include a variety of services, including dog baths and massage, and are designed to fit your pet's needs. If you have any questions about our policies, please feel free to ask.

PETOPIA: Cures of the Heart

CEO: John Smith

412-321-5678