

Why Choose K9 Connect?

When it comes to trusting someone with your dog, you need more than just a friendly face—you need peace of mind. At K9 Connect, we offer complete, professional dog services that keep your pet safe, your schedule stress-free, and your wallet happy. Here's why customers love us:

We Vet Every Walker

All our walkers undergo comprehensive background checks so you can feel confident knowing your dog is in safe, reliable hands.

We Train for Excellence

Every walker is professionally trained, not just in dog handling, but in customer care, safety, and emergency response.

We've Got You Covered

We provide insurance for every walk. If anything unexpected happens, you're protected—no liability on you.

We Make Scheduling Simple

Our platform offers seamless scheduling and flexibility that fits your lifestyle.

We Handle the Hard Stuff

Missed appointments? Need to change service providers? Any issue at all—we take care of it. No awkward calls or scrambling—just quick, professional support.

We Offer Aggressive Pricing

We deliver premium service at a competitive rate. No hidden fees, no surprises—just great value.

How It Works

We make it easy to get trusted, reliable help for your dog—all from people who genuinely love dogs.

1. Place Your Order

Once you complete checkout, our team begins the process of finding the perfect dog-loving service provider for you. To ensure quality and safety, we ask that you schedule your first service **at least one week in advance** to allow time for matching.

2. Vetting & Training

We carefully screen and select a provider through our vetting process. This includes:

- A background check against federal criminal and sex offender lists
- A required training course to ensure they understand best practices for the service they're offering

Please note that all service providers are independent contractors (1099 workers) who are trained but ultimately exercise their own judgment during services.

3. Meet & Approve Your Provider

Before the first service, your provider will make time for an optional **Meet & Greet**, where you can interview them and ensure you feel comfortable.

This step is **highly recommended** and is the customer's responsibility. If you are not satisfied with your assigned provider, you can request a new one or cancel the service **at no additional cost**. Your final approval is required before service begins.

4. Leave Instructions (Optional)

You'll have the opportunity to leave detailed instructions when placing your order—for example, how the provider should access your home, garage, or backyard. While many customers choose to provide garage codes, key locations, or special access notes, please be aware:

Any special instructions involving home or property access are provided at the customer's own risk.

We strongly recommend being present for the first service or during the Meet & Greet whenever possible.

Notes: If you choose the Dog run or Walk option we assume you will provide the leash for your dog. If you are not able to provide a leash, you must let us know ahead of time so the walker/runner can come prepared. We provide our walkers/runners with Dog waste bags.