



## **RESORT RULES & AGREEMENT**

Our main concern is the well-being of our guests. In order to provide the best care and healthy social environment we have specific requirements and policies listed below.

1. All pets must be up to date on their vaccinations. Owners must provide written proof that their dog is current on Rabies, Bordetella, Canine Influenza, DHPP, Lepto vaccinations and negative fecal exam. Cats must be current on Rabies, FVRCP (Viral Rhinotracheitis, Calicivirus, & Panleukopenia), and negative fecal exam. This is the pet owner's responsibility to keep Ruffin' It Pet Resort up to date with these records.
2. All pets must be spayed or neutered unless they are under 9 months of age. Males that have not been neutered can be boarded but will not be socialized with the day care dogs during their stay. Females that are over 9 months of age that have not been spayed will not be able to attend day care or to be boarded.
3. If you bring food in for your pet it must be in an airtight container. If no food is provided for overnighters Ruffin' It Pet Resort will provide food with the brand that we use. We recommend bringing food from home as it is easier on their system.
4. All pets entering Ruffin' Pet Resort must have a quick release collar and name tags. They must also be on a leash for their own safety. Pinch collars, chain collars, flea and tick collars are not permitted.
5. Ruffin' It Pet Resort is open Monday – Friday from 7:00 am – 6:30 pm. Saturday and Sunday we are open from 8:00 am – 10:00 am and 4:00 pm – 6:00 pm for boarding drop offs/pick-ups only. There is no day care on the weekends. If you can't pick up your pet during these times he/she can stay overnight and you will be charged accordingly. Holiday hours may vary please refer to the website or call to verify.
6. We accept cash, Visa, MasterCard, Discover, and American Express. Existing loyal customers may pay by personal check. Payment is required at the time of pick up. There will be a \$35 fee for any returned checks. Deposits are non-refundable if less than 24-hour notice is given.

7. All pets must be in good health and have not harmed, shown aggression, or exhibited any threatening behavior towards any person or another dog.
8. Ruffin' It Pet Resort hereby has permission to use any photos taken of your dog for advertising purposes. Names of owner(s) and/or participant will not be printed or released.
9. While at Ruffin' It Pet Resort your dog will engage in supervised play with other dogs during day care time. As such, it may occasionally suffer scratches, nicks, and/or minor bites from roughhousing with other dogs. This is a normal occurrence at a dog day care, and you agree that the infliction of any such minor wounds does not constitute a breach of obligation to provide a safe and secure environment for your pet.
10. If your pet experiences any medical problem while in our care, we will attempt to contact you and/or the emergency contact you specified. If we are unable to contact any of these people for instructions or if we deem the problem to be a medical emergency, we will transport your dog to a licensed veterinarian of our choosing for treatment. Any costs of treatments or medications are solely your responsibility. If we pay for any treatments or medications at the time they are administered, you are responsible to reimburse us for the full amount of any expenses. You hereby release Ruffin' It Pet Resort from any and all liability that may result from such events.
11. You understand that you are solely responsible financially or otherwise, for any harm or damaged caused by your dog(s) while attending any service at Ruffin' It Pet Resort. You also understand and agree that you are responsible for any harm or damage that may occur to another pet while attending any service at Ruffin' It Pet Resort. You hereby release Ruffin' It Pet Resort of any liability of any kind arising from your dog(s) participation in any and all services
12. You understand that Ruffin' It Pet Resort and any of its staff is not liable for any illness, injury, death and/or escape while attending any services provided. Reasonable care and precautionary measures will always be followed. You hereby release Ruffin' It Pet Resort and its staff from any and all responsibility of any kind while your dog(s) is attending any services provided.
13. Ruffin' It Pet Resort has the right to refuse any pet for any reason from any services provided.
14. Ruffin' It Pet Resort has the right to change the Resort Rules & Agreement at any time without notice.

You hereby certify and agree that you have read and understand all the resort rules and agreement set forth above.

**Owner Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_