

DOGS RULE RESORT

All Inclusive Canine Resort



POLICY AND REQUIREMENTS

Dogs Rule Resort built this business and foundation on improving the environment for dogs to stay, play and have fun. When creating policies for our customers, we first and foremost consider the safety, health and happiness of all dogs, second, the wishes of our human customers and third, the welfare of our well respected and highly regarded reputation. Dogs Rule Resort has an incredible safety record. Our policies are a key reason customers are so loyal and comfortable leaving their dogs with us.

- Dogs must be at least 4 months old and all puppy series vaccinations completed.
- Spayed or Neutered (6 months or older). Dogs in heat cannot be accepted.
- Proof of current vaccinations needed for Rabies, Distemper (Parvo) and 6 month Bordetella (Canine Cough). Note: 7 to 10 days for vaccines to be effective. Vaccinations to be provided before first visit.
- Flea/Tick-free.
- Choke collars and harnesses are not allowed in a playgroup environment.
- First time clients must submit new client form and a signed service agreement.
- We must be notified if your dog was fed within the hour before coming to Dogs Rule Resort. It is best to eat at least an hour prior to coming to the Resort to prevent bloat which can be caused by playing too quickly after eating. If they have eaten within the hour, we will let them rest in a suite until they are safe to play.
- For our daycare dogs, we will be happy to feed them lunch or a snack provided by you.
- For our overnight dogs, please bring their own food as its best to keep them on the same diet they are accustomed to.
- We kindly request each meal to be pre-packaged in a sealed baggie.
- A valid credit card must be put on file during check in.
- For an additional charge we will provide Fromm's food for all boarders at a cost of \$3.00 per day per dog.
- Medications: We administer all medications and/or vitamins that you provide us in a pill, powder or liquid form at no additional fee. All medications must be in their original container. We do not administer injections, such as allergy or insulin shots.
- Making reservations for Daycare, Boarding or Grooming, you can contact us during business hours by phone or use our online reservations on our website. You can email us anytime at info@dogsrulesort.com. All reservations and receipt of proof of vaccinations will be confirmed by an employee of Dogs Rule Resort.
- Drop off and pick up times for overnight: Dogs can be dropped off any time during business hours. Dogs picked up after 12:00 pm on day of departure will be charged a half boarding rate charge. We suggest dropping off before 5pm so dogs can play, eat and then play again prior to turning in for the night.
- Days and times for Daycare: There is a half day and full day of daycare available. Less than 5 hours of daycare is considered a half day.
- Holiday Closings: Our lobby will be closed for daycare, boarding check-in and check-outs during the following holidays. Thanksgiving, Christmas Day, New Years Day, Easter, Memorial Day, Independence Day and Labor Day. Our boarding facility is always fully staffed on holidays.
- Deposit Policy – during holiday stays, a deposit is required (one night of boarding for all family members). Dogs Rule Resort reserves the right to change deposit policy at any given time.
- Cancellation Policy Notice of cancellation must be provided 72 hours before boarding appointment to receive a refund.
- Dogs Rule welcomes dogs who are friendly to all dogs, people and generally love to play. Our evaluation and interview process for all dogs includes being introduced to a small group to see how well they socialize with others. If all goes well, pups get to play in daycare. They must pass this before entering a play group environment. Dogs will play with others that have similar temperament and activity levels in our large indoor and outdoor play areas. Your dogs can even go for a swim in our pup pools.

This agreement shall be effective for any services provided by Dogs Rule Resort and shall remain in full force.

Signature _____

Date _____

Print Name _____