



## **RED DOG PET RESORT & SPA® HOUSE RULES**

**Red Dog Pet Resort & Spa® staff cares for your loved one 24 hours a day.**

### **SERVICES**

- “Services” include but are not limited to **Styling, Fitness Programs, Training/Behavior Modification, Aquatics, Massage, Healing Touch, and all amenities as listed on our Canine/Feline Guest Profile.** Red Dog Pet Resort & Spa®, an Ohio Limited Liability Company (“Red Dog”) agrees to provide the specific “Services” to Guest for each visit as Owner/Guardian indicates on Red Dog Canine/Feline Guest Profile. Red Dog will exercise reasonable judgment in all circumstances while providing “Services”.

### **HOURS/RESERVATIONS**

- **Reservations will not be guaranteed without all paperwork (Client Agreement, Guest Profile, House Rules) and vaccinations completed. The profile is designed so we can get to know each Pet on a personal level.**
- Lobby hours are 7:00AM to 7:00PM Monday to Friday; 8:00AM to 4:00PM Saturday and 12:00PM to 3:00PM Sunday. Lobby is closed on all major holidays. Lobby closes at 1pm on the day prior to New Years, July 4<sup>th</sup>, Thanksgiving and Christmas.
- **Check in** is available from opening until 30 minutes prior to lobby closing. There is always a full charge for the first day of stay, regardless of check-in time. Please allow 30 minutes at first check-in.
- **Check-out is 1PM.** If lodging past 1:00PM, an extra day stay will be charged. Guests receiving exit baths or grooming Services may stay in grooming until 30 minutes prior to lobby closing time. At check out identification may be requested. Identification is mandatory if a surrogate is picking up the Pet.
- **Guests arriving for any Service must pass an entrance evaluation which checks for contagious problems and the presence of fleas. Red Dog reserves the right to refuse to accept a Guest at check-in if it appears to us that the Guest is sick, shows the presence of fleas or its behavior could jeopardize the health and safety of other Guests and our staff.**

### **CANCELLATION**

- **Cancellation of a reservation of ANY SERVICE is requested at least 24 hours in advance of Pet’s scheduled arrival date. Red reserves the right to charge cancellation fees for late or no show. ]**

### **VACCINATIONS**

- Guests must have received our required standard vaccinations two weeks prior to admittance for Services. Individual circumstances may be considered with written documentation from a veterinarian.

#### **DOGS**

- Rabies:** Current in the last year for puppies and the past 3 years for adults.
- DHPP:** Current in the last year.\*
- Bordetella:** Current in the last 6 months.
- Fecal exam:** Current in last year.

#### **CATS**

- Rabies:** Current in the last year for kittens and the past three years for adults.
- FVRCP:** Current in the last year.

**IF OWNER/GUARDIAN AND VETERINARIAN HAVE CHOSEN NOT TO ADMINISTER ANY OF OUR REQUIRED VACCINATIONS, A SIGNED STATEMENT FROM VETERINARIAN AND TITER TESTING IS REQUIRED.**

\*Due to the low risk factor in this geographic area and the possible side effects in some breeds we are not currently requiring the Leptospirosis vaccine. Please be assured, we continue to monitor this health condition and will take steps necessary to keep Pets safe.

### **Holistic**

**Owner/Guardians who use the Holistic approach to Pet care CERTIFY Guest is a current client under the supervision of a Licensed Holistic Veterinarian. It is the policy of Red Dog not to turn any Guests away for Services, so we must abide by a set of standards fair to all. All Red Dog activities are available for holistically treated Guests on an individual basis.**

Red Dog takes serious steps to ensure the health and well-being of every Guest in our care through proper cleaning, disinfection, and fresh air flow through our facility. Vaccine type and immunization protocol can influence success or failure of vaccinations. Indeed, many factors may impair an animal’s ability to develop immunity after vaccination. **Owner/Guardian agrees and is aware that vaccines do not protect against all communicable illnesses that may affect a Guest.**

**Daycare puppies must be at least 4 months of age and have completed all three series of vaccinations, have a bordatella vaccination and a fecal exam.**

### **HEALTH CARE**

- Owner/Guardian specifically represents Guest is in good health and does not have or has not been exposed to any contagious or communicable illnesses within a 30-day period prior to check-in.
- **Contact with other Pets.** While Pets are staying with us, he/she may come into contact with other Pets depending on the Services requested. Please note that there are many different airborne strains of viruses that cause Tracheobronchitis, also known as “Canine Cough”. While vaccinating every six months helps support immunity to some of the strains, it does not support immunity to all airborne strains, nor can it completely eliminate risk of developing Tracheobronchitis. This is not due to any circumstance or condition at Red Dog and you agree that Red Dog is not liable for any illness suffered Guest during or after its stay, including, but not limited to Tracheobronchitis.

- Red Dog will not be held responsible for any allergic reactions to Guest. Owner/Guardian certifies any and all allergies of Guest are recorded on the Canine/Feline Guest Profile.
- All medications must be provided by the Owner/Guardian, in the original prescription container, properly labeled with written instructions containing Guest's name, type of medication, dosage and schedule with no handwritten changes. Guests may be administered over the counter supplements and vitamins while lodging in our resort.
- Transportation fee of \$25 will be charged for veterinarian visits, prescription pickup or any specialized travel Services.

### DAY CARE

- Daycare is a service designed for social dogs to play and have fun. Due to safety precautions, daycare is not for every dog. This Service is not designed to teach aggressive dogs to be social. In order to be accepted into daycare Owner/Guardian must:
  - Complete all required forms (Client Agreement, Guest Profile, and House Rules).
  - Owner/Guardian certifies that Guest is at least 4 months of age and has received all required vaccinations 2 weeks prior to participation in accordance with the Vaccination Section herein.
  - Guest must be spayed or neutered or any major surgery completed 30 days in advance of participation. (except for puppies under 6 months)
  - Guest must attend a 4 to 6 hour Day Care evaluation and be deemed "safe for play". After the evaluation, Owner/Guardian will receive a Daycare Guest report card. Allow 10 minutes for a personal interview when dropping off for evaluation.
- Daycare hours are 7:00AM and 7:00PM. Monday through Friday and 8:00AM to 4:00PM on Saturdays. Daycare is closed on Sunday. The Owner/Guardian agrees that Guests not picked up by closing will be entered as a lodging Guest and charged a standard fee for lodging.
- Potty breaks are provided as needed for each Guest in our outdoor courtyard during daycare.
- Daycare is classed small, medium and large, but separated by size, temperament and most importantly, the Owner/Guardian's request for the size group that meets the Guest's play style. Classes have a 15 to 1 ratio for safety.
- Lodge & play packages are available to Guests, after passing our daycare evaluation one week prior to lodging. Daycare is limited in size and we strongly recommend reservations for lodge & play packages are made well in advance. Daycare may not always be available for lodging Guests.

### LODGING

- Lodging reservations should be scheduled 1 week in advance. Suites and popular amenities fill up quickly and are available on advance reservation basis. In order to confirm a lodging registration, Owner/Guardian must:
  - Complete all required forms (Client Agreement, Guest Profile, and House Rules).
  - Owner/Guardian certifies that Guest is at least 4 months of age and has received all required vaccinations 2 weeks prior to lodging in accordance with the Vaccination Section herein.
- Owner/Guardian will allow 30 minutes at check-in at Guest's first stay with us so we may review the Canine/Feline Guest Profile in order to understand Guest's background and personality to be sure each Guest's visit is as safe and comfortable as possible.
- Each lodging Guest receives 3 business breaks per day. Additional breaks or special amenities are available to customize each Guest's stay and can be requested on the Canine/Feline Guest Profile.
- Owner/Guardians are permitted to bring personal bedding and toys. **Do not send items that are valuable, irreplaceable or have great sentimental value.** Red Dog is not responsible for loss or damage to any personal items left with Pets.

### GERIATRICS / SPECIAL NEEDS CARE

- This special care is designed for older Guests; medically dependent Guests; or Guests recovering from surgery/illness. This environment is designed for the care of these Guests.
- **Geriatric and Special Needs** Owner/Guardian agrees to schedule a care evaluation 2 weeks prior to lodging so we can understand your Pet's health background and special needs or communicate with your veterinarian to adequately prepare to make the Guests stay as comfortable as possible.
- Red Dog is equipped to handle care in most stages of illness. Owner/Guardian certifies that all conditions, seizures, illnesses are acknowledged at check in.
- The Pets in this area are exercised in this area and do not attend daycare.

### FELINE

- All cats must be vaccinated in accordance with the requirements designated in the Vaccination section of this document.
- Pets must not have been exposed to any contagious diseases within a 30 day period prior to check-in.
- Pets cannot have had a communicable illness of any kind for 30 days prior to check-in.
- Only one Cat may stay in a single Condo. Condos may be linked together if desired.
- Guests must be 4 months or older to stay in Red Dog condos.

**OWNER/GUARDIAN HAS READ THIS ENTIRE HOUSE RULES AGREEMENT; HAS TAKEN THE OPPORTUNITY TO DISCUSS IT WITH A RED DOG REPRESENTATIVE TO YOUR SATISFACTION, AND AGREE TO ITS TERMS.**

Owner/Guardian:

Witness:

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Name

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Name

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Signature

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Signature

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