



## Rocky's Retreat

### Boarding / Daycare

### Policies and Procedures

In allowing my dog(s) to participate in daycare activities and/or overnight boarding, I agree to the following:

#### Please Initial All

\_\_\_\_\_ **Application & Waiver:** All dogs must have a complete, signed up-to-date Intake form, Policies and Procedures, Waiver of Liability, and vaccination history on file.

\_\_\_\_\_ **Daycare Days / Hours:** Daycare is available Monday through Friday only. Drop off is any time after 7:30am, and pick-up is any time before 6:30pm. **Late fees on pick-up are \$10 for every 15 minutes after 6:30. If you do not pick up prior to 7pm, your dog will be boarded for the night at Rocky's Retreat.** You agree to be responsible for all charges associated with boarding.

\_\_\_\_\_ **Boarding Drop Off / Pick-up:** Boarding drop off and pick-up is available any time between 8:00am and 6:00pm, Monday through Friday. Saturday, Sunday, and holidays, drop off and pick-up is available between 10:00am and 3:00pm. **Dogs must be picked up before noon**, otherwise a pro-rated daycare fee will be charged based on \$30 for the day.

\_\_\_\_\_ **Payments:** Daycare participation is either membership or package based. Daycare membership payments are auto-debited to your credit card on file on the date of enrollment. Daycare packages and boarding fees may be paid with credit card, check, or cash. All fees must be paid in full prior to the service being rendered.

\_\_\_\_\_ **Evaluation:** All daycare dogs must complete a behavior and physical evaluation. Evaluations are free and are by appointment only. During this evaluation, we determine if Rocky's Retreat is the right fit for your dog.

\_\_\_\_\_ **Reservations:** Reservations are required. For daycare we suggest you reserve the same day(s) each week if possible because of the pack nature of dogs. **For boarding, a 25% deposit is required to hold a non-holiday reservation and a 50% deposit is required to hold a holiday reservation.**

\_\_\_\_\_ **Daycare Cancellations:** We realize life happens and sometimes you are unable to bring your dog on your scheduled day(s). If this happens, please give as much notice as possible. If you don't call us ahead of time, you will forfeit that day.

\_\_\_\_\_ **Boarding Cancellations:** Boarding reservations may be cancelled at any time, however **deposits are refundable ONLY if you cancel your reservation 14 or more days in advance of the start of your scheduled stay, unless we're able to re-book the reservation.**

\_\_\_\_\_ **Leash:** All dogs must be on leash when arriving or leaving the property.

\_\_\_\_\_ **Right to Refuse Service:** Rocky's Retreat reserves the right to refuse or suspend any and all service to anyone for any reason.

\_\_\_\_\_ **Health:** I certify that the representation of my dog's health is accurate on the intake form. I also certify that my dog is free of fleas and ticks, and from any condition(s) that could potentially affect the health of other dogs. Dogs who have been ill with any communicable disease in the last 30 days require a veterinarian's release to be admitted back into any of our programs.

\_\_\_\_\_ **Toys and bedding:** We do not allow daycare dogs to have toys and beds from home but will allow bedding and toys for boarding dogs. Please ensure bedding is clean and flea-free.

\_\_\_\_\_ **Food When Boarding:** If boarding, please bring your dog's food in separate, pre-packaged meals with your dog's name written on each bag. Please provide complete feeding instructions on the Intake form.

\_\_\_\_\_ **Medication:** When boarding your dog, we are happy to give oral or topical medication as needed, but require the following: all medications must be in their original container and must include your dog's name, the name and strength of the medication, and directions including dosage, number of times per day, how it is to be given, condition being treated, and areas to be treated. We are not able to give injections.

\_\_\_\_\_ **Personal Property:** I acknowledge that Rocky's Retreat will not be responsible or held liable for any lost, stolen, or damaged personal property belonging either to me or my dog. If my dog causes any damage to the Rocky's Retreat facility or equipment, I understand that I may be held responsible for the cost of repair or replacement.

\_\_\_\_\_ **Behavior:** All dogs in daycare must be non-aggressive and not protective of toys, food or other objects, or people. I certify that my dog(s) has not harmed or shown any aggressive or threatening behavior towards any person or any other dogs or animals. Rocky's Retreat reserves the right to refuse or cancel service if your dog displays aggressive behavior or has any history of aggressive behavior.

\_\_\_\_\_ **Daycare Risks:** I understand that while at Rocky's Retreat, dogs will experience supervised off-leash socialization and play with other dogs, and exercise, including but not limited to using various pieces of equipment, such as treadmills. I acknowledge that dogs can be unpredictable in behavior while interacting and playing together. While their activities are closely monitored, anytime dogs play together, there is the possibility of injury from rough play or confrontational behavior. This includes, but is not limited to, scrapes, cuts, and bites. There is also an increased risk of transmission of infections, coughs, colds, and parasites when dogs play together. I acknowledge and accept the inherent risks and assume all liability for any risk.

\_\_\_\_\_ **Medical:** If my dog becomes ill or is deemed to be in need of immediate medical attention, I understand Rocky's Retreat has the right to administer aid and/or to use any available veterinarian. I acknowledge I will be contacted before seeking medical attention if possible. I also agree to pay all expenses incurred for medical treatment.

\_\_\_\_\_ **Daycare Safety Issues:** In order to maintain a safe play environment for the dogs, any dog that misbehaves will be given a time-out from the daycare area. We have a zero tolerance policy and as such, any dog that instigates a fight will no longer be welcome to participate in daycare at Rocky's Retreat.

\_\_\_\_\_ **Additional Persons Authorized to Drop Off/Pick-Up:** If you want anyone other than you to pick up your dog, you must specify that person on the Intake application. To ensure the safety of your dog, this person is required to present a valid picture identification on pick-up.

\_\_\_\_\_ **Age and Spay/Neuter Requirements:** Puppies must be at least 16 weeks old to participate in our daycare and boarding programs and must have all of their puppy inoculations. Because we believe in allowing growth plates to close prior to spay/neuter, requirements for this will be set on a case by case basis. In heat females will not be allowed to participate during the heat cycle.

\_\_\_\_\_ **Flea / Heartworm Control:** Dogs must be on some type of flea and heartworm control.

\_\_\_\_\_ **Vaccines:** Proof of Rabies, DHLPP and Bordetella vaccinations, Fecal and Heartworm tests are required and must remain current. Titters are an acceptable proof of all vaccines except Bordetella. Proof of a negative Fecal test must be submitted to Rocky's Retreat every 6 months.

\_\_\_\_\_ **Changes:** Rocky's Retreat reserves the right to change policies, procedures, and services, and adjust rates without notice. While we will attempt to notify you of these changes, it is ultimately your responsibility to be aware of current policies and rates.

\_\_\_\_\_ **Guarantee:** We strive to be the best we can be, for you and your dog. If you are ever dissatisfied with any service, please tell us. We will gladly work with you to ensure you are getting the service you deserve.

\_\_\_\_\_ **Transportation.** Transportation is available for an additional fee. Please contact us for details.

\_\_\_\_\_ **Abandonment:** I understand that if I do not pick up my dog at all, Rocky's Retreat, Inc. will proceed according to the guidelines provided by Florida Statute 705.19 Abandonment of Animals by Owner; procedure for handling. I also acknowledge that I will be fully responsible for all attorneys' fees and associated costs if I abandon my dog.

\_\_\_\_\_ **Photos and Videos:** I give my permission for Rocky's Retreat, Inc. to take photographs, and/or videos, and to use the images or videos of my dog in printed matter, internet sites, or other promotional or advertising capacities. Photographs and videos are the property of Rocky's Retreat, Inc.

By signing below, you acknowledge receipt of and adherence to the above policies.

**Signature:** \_\_\_\_\_

**Dated this** \_\_\_\_\_ **day of** \_\_\_\_\_, **20** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_