



Rocky's Retreat Health & Fitness Center Policies and Procedures

General Policies

Please Initial:

_____ **Appointments.** All sessions are by appointment only and run on time. Please plan on arriving at least 10 to 15 minutes early so you can potty your dog, and be ready for your session. If you are late, your session will be shortened accordingly. First time clients should arrive 20 minutes early.

_____ **Leash.** All dogs must be on leash when on property, unless in a treatment room, pool or drying room.

_____ **Right To Refuse Service.** Rocky's Retreat, at its sole discretion, reserves the right to refuse or suspend any and all service to anyone for any reason.

_____ **Age and Spay/Neuter Requirements.** Dogs of any age are welcome at Rocky's Retreat. In heat females will not be allowed to participate in any type of therapy session during the heat cycle.

_____ **Flea Control.** If a topical flea treatment is used, it must not be applied within 4 days of a swim session.

_____ **Grooming.** Dogs swimming should be clean, recently brushed and have their nails trimmed and filed.

_____ **Cancellation Policy.** Cancellations made less than 12 hours in advance will incur a charge of 50% of the session price. A credit card must be on file.

_____ **Transaction Policies.** Payment is due on or before service is rendered. We accept cash, checks, and all major credit cards.

Auto-debit membership payments will be charged to the credit card on file monthly on the membership enrollment date.

Rocky's Retreat reserves the right to change policies, procedures, and services, and adjust fees without notice. We will attempt to notify you of these changes but it is ultimately your responsibility to be aware of current policies and rates.

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

_____ **Feeding.** Dogs should not be fed for a minimum of 6 hours before a swim, 10 to 12 hours if the dog has bowel control problems. You must let us know if your dog has bowel control issues.

_____ **Potty requirements.** Dogs must relieve themselves before entering the pool. Solid excrement in the pool immediately cancels the session and shuts the pool down. Session payment is non-refundable. A \$150 surcharge will be assessed to partially cover the cost of cleaning the pool.

_____ **Pre and Post Surgical Swims.** We need a written veterinary clearance to swim your dog if your dog is scheduled for surgery within one month of the swim, or is swimming post-surgery.

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

Signature: _____

Dated this _____ day of _____, 20_____

Printed Name: _____