



## Rocky's Retreat General Policies and Procedures

In order for my dog to participate in the general services offered at Rocky's Retreat, I agree to the following:

**Please Initial:**

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

\_\_\_\_\_ **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.

\_\_\_\_\_ **Payments:** Payment is due before service is rendered. We accept cash, checks, and all major credit cards.

\_\_\_\_\_ **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.

\_\_\_\_\_ **Health:** I certify that the representation of my dog's health is accurate on the Intake form. I acknowledge that it is my responsibility to keep Rocky's Retreat up to date on any changes in my dog's health and physical condition.

\_\_\_\_\_ **Age and Spay/Neuter Requirements.** Dogs of any age are welcome at Rocky's Retreat. We do not require that dogs be spayed or neutered. "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**. Failure to do so could result in the session being canceled and the session fee forfeited.

\_\_\_\_\_ **Vaccines:** We do not require proof of vaccines for dogs who come to us for service based appointments such as hydrotherapy or massage.

\_\_\_\_\_ **Cancellation Policy:** We realize that sometimes dogs wake up not feeling well, or life happens, and you are unable to come to your scheduled appointment. We ask that you give us as much notice as possible should you need to cancel your appointment. If you do not give us notice and do not show up for your appointment, you will be charged the full amount of the session. A credit card must be on file.

\_\_\_\_\_ **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.**

\_\_\_\_\_ **Changes:** 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.

\_\_\_\_\_ **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 may be assessed to partially cover the cost of cleaning the pool.

\_\_\_\_\_ **Pre and Post Surgical Swims.** We need veterinary clearance to swim your dog if your dog is scheduled for surgery within one month of the swim, or is swimming post-surgery. We are happy to call your veterinarian to obtain clearance.

\_\_\_\_\_ **Guarantee:** We strive to be the best we can be, for both 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.

\_\_\_\_\_ **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 (electronically) signing below, you acknowledge receipt of and adherence to the above policies.

**Signed:** \_\_\_\_\_

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

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