



## Rocky's Retreat Boarding Policies and Procedures

In order to board my dog at Rocky's Retreat, I agree to the following:

### Please Initial All

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

\_\_\_\_\_ **Boarding Drop Off / Pick-up:** Boarding drop off and pick-up is available any time between 8:00am and 5:00pm, Monday through Friday. Saturday, Sunday, and holidays, drop off and pick-up are 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 up to 6pm.** Dogs not picked up during the available pick up time will be boarded for another night at their current nightly rate.

\_\_\_\_\_ **Payments:** Boarding fees may be paid with credit card, check, or cash. All fees must be paid in full prior to the service being rendered. *There are no refunds for early departure.*

\_\_\_\_\_ **Evaluation:** We do not require evaluations for boarding dogs. Instead, we will look at all the dogs we have on any given day and attempt to find suitable playmates, if appropriate.

\_\_\_\_\_ **Reservations:** Reservations are required. A **50% deposit** is required to complete the reservation.

\_\_\_\_\_ **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 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. 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 allow bedding as long as it can be laundered and has your last name permanently marked on it somewhere. We also allow toys as long as they have no squeakers. We do not allow rawhides or any toy that may be a choking hazard. Please ensure all bedding is clean and flea-free.

\_\_\_\_\_ **Food When Boarding:** To prevent stomach upset, we require that you to bring the food your dog is used to eating. Whenever possible, please bring the food in separate meals, pre-packaged per serving. Mark the containers if there is a serving difference between meals. Please also provide complete feeding instructions on the Intake form. We have a small kitchen with a refrigerator and can accommodate a wide variety of diets and preparations.

\_\_\_\_\_ **Medication:** We are happy to give oral or topical medications as needed. There is no additional charge for doing this. We require that you complete a **Medication Intake Form** for all medications we will need to administer. Please bring all medications in their original container with your dog's name on it. On the Medication Intake Form, please tell us the name and strength of the medication, and directions for administering the medication, including dosage, number of times per day, how and when 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 held 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:** We accept all breeds of dogs. We also accept dogs that do not get along with other dogs or may be aggressive toward other dogs. These dogs will get the same love and attention as all other dogs, and will have the same amount of play time with staff in the yard as all other dogs. We DO NOT accept dogs who have shown any aggression to people. Please be clear on the Intake form if your dog has ANY issue with other dogs.

\_\_\_\_\_ **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 that if possible, I will be contacted before Rocky's Retreat seeks medical attention. I also agree to pay all expenses incurred for medical treatment.

\_\_\_\_\_ **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 form. 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 board with us 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. We cannot accept "in heat" females for boarding.

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

\_\_\_\_\_ **Vaccines:** Proof of Rabies, Distemper/Parvo and Bordetella vaccinations, and negative Fecal and Heartworm tests are required and must remain current. Titers are an acceptable proof of all vaccines except Bordetella. We also require proof that a Fecal test was done and found to be negative **within 6 months** prior to the full length of your dog's boarding stay.

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

\_\_\_\_\_ **Abandonment:** I understand that if I do not pick up my dog at all, Rocky's Retreat 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, 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.

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

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

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

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