

## Guest Policies

1. All pets are required to be on monthly flea prevention. They will have an intake exam and be checked for fleas. If any are found, the pet will be treated immediately, at the client's expense.

2. Pets will not be accepted if (owner will forfeit deposit if noted within cancellation period):

- they show signs of, or have a history of, aggressive behavior such as biting, snapping or lunging
- they are under 4 months of age
- they are not on flea (cats and dogs) and heartworm (dogs) prevention
- they are not up to date on vaccines (must be given at least 72 hours prior to check in)
  - Dogs must have 3 year rabies, 3 year DHPP and 1 year bordetella
  - Cats must have 3 year rabies and 3 year FVRCP
  - Titers are accepted
  - Medical exceptions made by management prior to check in

**3. All pets participating in group play must be spayed or neutered prior to 8 months of age. Intact pets between the ages of 8 and 18 months will be accepted but will be individual play only. Intact pets older than 18 months will need a medical exception and will be accepted on a case by case basis, to be decided by management. All male cats must be neutered by 10 months of age.**

4. Please bring only the amount of food needed for your pet's stay. We cannot store surplus amounts.

5. We accept most foods and treats. We do not accept raw meat, rawhides, bones, greenies or other similar items deemed inappropriate by management.

6. We can administer oral or topical medications for your pet for a daily administration fee per medication depending on the lodging option you have chosen. If your pet requires injectable medication or any medication given more than twice daily, they will be placed in medical lodging and you will be charged accordingly. Prescription medications must be provided in their original prescription containers with correct label. Non-prescription medications must be labeled with name and dosage. Supplements and vitamins can be provided to us in pre-packaged single meal bags with no administration fee but we cannot guarantee ingestion if this option is selected.

7. Blankets and beds are not accepted. We provide wonderful elevated bedding with comfortable blankets for all our pets. Maximum of 3 toys per pet. Personal bowls for food and/or water are also not accepted.

8. All dogs must be on a leash and under control anywhere on the Remington Pet Ranch property. All cats must be in carriers.

9. Remington Pet Ranch is happy to provide facility tours to prospective clients during business hours, but only as time and staffing permits.

10. LODGING - Remington Pet Ranch requires a 20% deposit to complete a lodging reservation, 50% for holidays. During holiday dates, customers who cancel within 7 days of their arrival date or do not show up for their reservation will forfeit this deposit. For regular dates, the required cancellation notice is 3 days. Customers who repeatedly cancel reservations (with or without appropriate notice) may be required to provide a non-refundable 50% deposit for each future reservation. Shortening a reservation will be subject to the original deposit and respective cancellation policy.

DAYCARE - Cancellation for daycare must be made 24 hours in advance. If not, customers will be charged per normal, whether that is the daycare fee or using one of their prepaid package passes.

**11. HOLIDAY POLICIES - Due to the inability to completely isolate dogs during times we are booked, we are unable to accept dog aggressive or gate reactive dogs. We are also limited in how many individual player dogs we can accept during these times. All dogs lodging during a holiday must have a day of daycare and playstyle evaluation prior to making a reservation. The weeks of Thanksgiving, Christmas, New Years, Spring Break, Memorial Day, 4th of July and Labor Day require a 50% deposit and a minimum 2 night lodging stay.**

12. Long term stays (30 days or more) require payment every 30 days. The card on file will be automatically charged every 30 days throughout their stay.

### **Customer Agreement**

I entrust Remington Pet Ranch to care for my pet(s) and hereby acknowledge and agree to the following terms listed below:

1. I am aware of Remington Pet Ranch's vaccination policies and certify that my pet(s) is current on all required vaccinations at least 3 days prior to check-in. I am also aware that vaccinations do not guarantee the prevention of all communicable illnesses that may affect my pet(s) and I assume any and all risk to my pet(s) by allowing them to reside at Remington Pet Ranch. I acknowledge that Remington Pet Ranch shall have no liability for any illness, disease or injury incurred by my pet(s) while in its care.

2. I am aware that Remington Pet Ranch personnel are onsite from at least 7am – 7pm daily.

3. In case of emergency, I authorize Remington Pet Ranch to do whatever its management deems necessary for the health and well-being of my pet(s). I agree to pay transportation fees and any and

all treatment expenses at the time of check-out. I authorize my veterinarian and/or animal clinic to release to Remington Pet Ranch any and all medical records and information regarding my pet(s).

4. I acknowledge and agree that I have read Remington Pet Ranch's Pet Care Warranty and I agree to pay all fees and/or surcharges associated with the program.

5. I am aware that any and all fees associated with my pet(s) accommodations and activities are due in full at check-out. I hereby authorize Remington Pet Ranch to charge my credit card on file for all fees incurred during my pet's stay.

6. If and when my pet(s) participate(s) in social play, I understand that while Remington Pet Ranch will make all attempts to prevent incidents and injuries, sometimes dog disputes will occur and occasionally there are injuries which require first aid or veterinary attention.

7. I understand that my pet(s) will be required to pass a temperament evaluation in order to participate in social play groups. I understand that if, at any time, my pet(s) behaves in any way that risks injury to themselves, other dogs or Remington Pet Ranch staff they will be removed from social play and only authorized to participate in activities that Remington Pet Ranch, in its sole discretion, deems safe and appropriate. I agree that Remington Pet Ranch will not be liable if my pet(s) bites any person while in Remington Pet Ranch's care, and that I will indemnify and hold Remington Pet Ranch harmless from and against any liability, claims, fees, damages, loss or expenses arising from such incident. I acknowledge that Remington Pet Ranch is required by law to report any such incident to Travis County Animal Control.

8. Remington Pet Ranch shall exercise due diligence and reasonable care for my pet(s). I agree that Remington Pet Ranch will have no liability for loss or damage from disease, theft, fire, death, escape, injury or harm from any cause unless due to any proven gross negligence or intentional wrongdoing by staff.

9. I shall be solely responsible for all damage caused by acts or behavior of my pet(s) while in the care of Remington Pet Ranch including costs of injury to staff or other animals or damage to facilities. My pet(s) may be crated in the event of property destruction for the prevention of further damage. I shall indemnify Remington Pet Ranch against any claims made against it or its employees or agents by third parties including owners of other pets in its care, for losses or damages of any kind suffered because of my failure to inform of any pre-existing condition my pet(s) may have (such as known aggressive behavior) or otherwise caused by my pet(s).

10. I understand that Remington Pet Ranch will do everything it can to keep track of any possessions I leave with my pet(s) and that occasionally items can be misplaced or damaged. I understand that I will not be reimbursed for the cost of any lost or damaged items.

11. I understand that photos or videos may be taken of my pet(s) while residing at Remington Pet Ranch. I acknowledge that any photos and/or videos taken are the property of Remington Pet Ranch and I authorize the usage of these photos and/or videos online or for other marketing and/or promotional purposes.

12. I understand that if I do not return for and pay for my pet(s) stay (due to abandonment, accident, injury or any other reason) that my pet(s) will be considered abandoned and Remington Pet Ranch will act in accordance with Tex. Occupations Code § 801.357.

13. The liability of Remington Pet Ranch for any default under the terms of this Agreement is limited solely to the amount of the charges for service to me at the time any such liability is adjudicated; and Remington Pet Ranch is not liable for treble, punitive, speculative, exemplary, consequential or special damages.

14. This Agreement is governed by the laws of the State of Texas, excluding choice-of-law provisions. I agree that the sole proper venue for any dispute are the state or federal courts located in Travis County, Texas.

15. By signing below, I attest that I am the sole owner of the pet being boarded with Remington Pet Ranch, and I have the sole authority to enter into this Agreement.