



Guest Policies

1. All pets 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 over 8 months will be individual play only. 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. If you cannot make an indentation with a single finger then it is hard enough to be a choking hazard and is not allowed.
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. EVALUATIONS - Evaluation days are required to be completed prior to creating a lodging reservation for a new dog. This includes daycare and an in-depth playstyle evaluation to see which group is the best

fit for your dog. Drop off is between 7 and 8:30am. Pickup is between 5 and 6:30 pm. Early/late pick up and/or drop off are not available as we need the full day to complete the evaluation. However, if your dog does not pass the playstyle evaluation, you are welcome to pick them up early as they will not be participating in daycare for that day. They will still be eligible to lodge with us as an individual player but spaces are limited.

**Evaluations are required for new dogs PRIOR to their lodging stay. Occasional exceptions may be made by a manager but the same evaluation fee will be applied. If they do not pass the evaluation, the rest of their stay will be deferred to our TLC package. Additional fees may apply.

11. LODGING - Remington Pet Ranch requires a 20% deposit (50% during holidays) to confirm a lodging reservation. 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 and EVALUATIONS - Cancellation for daycare and evaluation days must be made 24 hours in advance. If not, customers will be charged per normal, whether that is the regular fee or using one of their prepaid package passes.

12. HOLIDAY POLICIES - Due to the inability to completely isolate dogs during times we are booked, we are unable to accept dog aggressive dogs or females in heat. 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.

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