



### Guest Policies

1. All pets will have an intake exam and be checked for fleas. If any fleas 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 or forfeit entire invoice amount if noted after check in):
  - ❖ they show signs of, or have a history of, aggressive behavior such as biting, snapping or lunging
  - ❖ they are dog or human aggressive
  - ❖ 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)
    - o Adult dogs must have a rabies and DHPP within the last 3 years, bordetella within the last year
    - o Adult cats must have rabies and FVRCP within the last 3 years
    - o Titters are accepted
    - o 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 custom play only. All male cats must be neutered by 10 months of age.
4. All meals must be packaged individually with the exception of cans. This includes kibble, homemade food, fresh food, frozen fresh food and loafs.
  - ❖ Each baggie should include only enough food for a single meal
  - ❖ Each baggie must have the first and last name of your pet
  - ❖ No additional label is necessary unless you are adding supplements.
  - ❖ If supplements are included in the baggie, then you must label the time of day with AM, lunch or PM to ALL baggies. Please use only this terminology and do not leave any baggies unlabeled. Even if only the AM baggie has supplements, you must label ALL baggies you provide us with the time of day due.
  - ❖ Treats can be added to the baggies. See #5 below on what type of treats are allowed.
  - ❖ Please include 1 - 2 extra meals, in case your travel plans change.
  - ❖ If your dog is a picky eater, please bring their favorite toppers (wet food, freeze dried, a few slices of turkey, etc).
  - ❖ For long term stays (>30 days), please email [generalmanager@remingtonpetranch.com](mailto:generalmanager@remingtonpetranch.com) to discuss packaging options.
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, topical or injectable medications for your pet, depending on the lodging option you have chosen. A medication administration fee may apply for excess medications. If your pet requires injectable medication, inhaled medication or any medication given more than three times 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 the correct label. Non-prescription medications must be in a package labeled with drug name and dosage. Supplements and vitamins can be provided in their pre-packaged single meal bags or if you need documentation that they ingested it, then it can be counted as a medication and will need to be provided in its own bag.

7. Blankets, beds and toys are not accepted. We provide wonderful elevated bedding with comfortable blankets for all our pets. We also provide a wide variety of toys. Personal bowls for food and/or water are also not accepted. The only exception is slow feeders.

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 by appointment.

10. EVALUATIONS - Evaluation days are required to be completed prior to a lodging reservation for any new dog that may participate in group play. Dogs that are not going to participate in group play are not required to complete an evaluation but an assessment is strongly recommended. Email us to inquire about scheduling an assessment.

Evaluations include daycare and an in-depth playstyle evaluation to see if group play is the best fit for your dog. Drop off is between 7 and 9am. Pickup is between 5 and 7 pm. Early/late pick up and/or drop off are not available as we need the full day to complete the evaluation. If your dog does not enjoy group play, they will still be eligible to lodge with us as a custom player. We have limited custom player spaces per day so request your dates in as much advance as possible.

\*\*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 enjoy group play, the rest of their stay will be deferred to our TLC package.

11. LODGING - Remington Pet Ranch requires a 20% deposit to confirm a lodging reservation. Customers who cancel within 3 days of their arrival date or do not show up for their reservation will forfeit this deposit. 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. Thanksgiving, Christmas and the Fourth of July are subject to a 7 day 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. Daycare dogs will utilize our oversized crate accommodations. Lodgers will utilize our premium suites.

13. A photo ID must be presented at check out to ensure your pet is going home with the correct person. You can add people you would like to have the ability to check out your pet under the Emergency Contact section in your client portal.

14. If you fail to pick up your pet during your selected check out time without notifying us prior, a daily Emergency Overflow Fee of \$50 will be applied. If you find that you will be unable to make your schedule check out time, please call or email us. If you contact us ahead of time and we have an available suite, there will be no extra fee. If you call us ahead of time and we do not have an available suite, the Emergency Overflow Fee will be applied and your pet will be placed in one of our oversized crates. Evening check out fees will be applied if applicable in all circumstances.

15. If your pet contracts an upper respiratory infection, they cannot return to the Ranch until they are no longer contagious. This will be a minimum of 10 days after the first day they developed symptoms. They must also be symptom free for at least 3 days prior to return.

### **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 an 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. Text message communications. Client authorizes Company to communicate with Client by text message (SMS or MMS) at the telephone number(s) provided by Client. Text messages may include appointment scheduling, reminders, requests for information and other communications related to the services provided under this Agreement. Client understands that message and data rates may apply depending on their wireless carrier and plan. Client may withdraw consent to receive text message at any time by notifying Company in writing or by replying "STOP" to any text message where applicable. Withdrawal of consent to receive text messages will not affect the validity of this Agreement but may limit Company's ability to provide timely communications regarding the services.

12. 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.

13. 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.

14. 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.

15. 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.

16. 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.