

## The Ruff House Rules and Policies

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1. **HOURS.** Monday – Friday: 6:00 am – 6:00 pm; Saturday 8:00 am – 6:00 pm; Sundays 10:00 am-6:00 pm. Closed holidays.
2. **ENROLLMENT.** Participation in services is only considered if a complete application has been submitted at least 24 hours prior to the pets first date of requested services. To maintain accurate and current records The Ruff House requires the submittal of a new Enrollment Form and signed Agreement and client Release if The Ruff House has not seen a pet in six (6) months. Complete applications include:
  - a. Signed Agreement and Client Release
  - b. Proof of required current vaccination from a Veterinarians office.
3. **VACCINATIONS.** All pets must be up to date on vaccinations. The Ruff House requires a copy of official records of vaccinations from a licensed veterinarian prior to the first date of requested services. The following is required after the initial series of puppy vaccinations.
  - a. Rabies, Distemper, Bordetella, Leptospirosis
    - i. Bordetella which helps protect against certain strains of ‘Canine Cough’ is recommended every six (6) months and required annually.
    - ii. For the health of all pets in our care there is a **strict four (4) day waiting period** prior to entering Ruff House facilities after vaccinations are administered.
4. **PREVENTATIVE.** Flea and tick preventative and heartworm prevention is required on a monthly basis year round. Flea and tick collars are not allowed. Treatment will be applied and a minimum \$30 fee will be charged to the owner if any pet is found to have fleas or ticks.
5. **HEALTH.** All pets must be healthy and free of any communicable diseases. All pets must be in your home away from the breeder or shelter for a minimum of two weeks prior to entering The Ruff House. Special care packages are provided and required at an additional expense for geriatric pets or pets on medications. Pets on injectable medications, diabetic pets, or pets carrying a contagious virus or exhibiting signs of illness will not be accepted. Pets who have been ill with a communicable condition in the last 30 days will require veterinarian certification of health to be admitted or readmitted.
6. **MEDICATIONS.** Oral and topical medications can be administered for an additional fee. Medications must be provided in their original prescription containers clearly labeled with the pets name, medication name accompanied with written administration instructions. The Ruff House considers vitamins and supplements to be medications.
7. **BEHAVIOR CONCERNS.** The Ruff House reserves the right to refuse or reject service to any pet that might be a safety hazard to itself or other pets, or staff members. The Ruff House does not accept pets that have a history of separation anxiety, aggression, antisocial, toy or people possessiveness, or those belonging to a bully breed. Pets exhibiting any of the above signs while in the care of The Ruff House may be isolated for the duration of its stay with no reduction in fees.
8. **AGE.** Pets must be at least twelve (12) weeks or older to receive services. Pets participating in group play must be spayed/neutered by the age of seven (7) months.
9. **DESTRUCTIVE PETS.** Owners will be held financially responsible for destruction of Ruff House property over and above normal wear and tear as follows:
10. **PERSONAL ITEMS.** The Ruff House is not responsible for any loss or damages caused to any personal items.
11. **IDENTIFICATION.**

- a. Collars: Quick release collars with attached name tags are required for all pets. Chain, buckle and prong collars are not allowed.
  - b. Leashes: All pets are required to be leashed when entering/exiting the building. Please refrain from petting/touching pets belonging to other families.
12. **NAILS.** Pet's nails must be kept short and trimmed. If nails are found to be unreasonably sharp or long they will be trimmed at the owners' expense.
13. **FOOD.** For the digestive health of each pet The Ruff House requires that they remain on their diet from home. All food brought to The Ruff House must be premeasured by meals into individual meal bags or small plastic containers marked with the pet's first name.
14. **TREATS.** The Ruff House offers delicious and healthy treats for all pets at an additional fee. Treats sent from home must be clearly labeled with pets name and may be subject to an additional handling fee if given during a time other than routine meal times.
15. **PHOTOGRAPHS/VIDEO.** Owner acknowledges that all photos and video of their pet taken while at The Ruff House become property thereof. Owner acknowledges and authorizes The Ruff House to use photos of their pet in any legal manner without expectation of compensation.
16. **RETAIL.** All sales are final unless product is covered under a manufacturer warranty.
17. **ABANDONED PETS.** Pets failing to check out five (5) days after their scheduled departure date without prior arrangements will be considered abandoned. Abandoned pets will be taken to a local shelter. The Ruff House is not responsible for the care of abandoned pets once at the shelter. Any unpaid balances will be owed to The Ruff House and collected through legal means, if necessary.
18. **GROOMING.**
  - a. Grooming prices are estimates only and may vary according to: the condition of the pet when brought to The Ruff House, special handling requirements/requests, de-matting, special bathing requests.
  - b. Grooming is accommodated on reservation only basis. Keep in mind our grooming schedule is often booked 10-14 days out. If a pet is unable to attend a grooming appointment a 24 hour cancellation notice is required so we may fill the space with another family.
    - i. If a 24 hour cancellation notice is not received and The Ruff House cannot fill the space with another family a cancellation fee of \$42 will be charged to the owner's credit card on file.
  - c. If a pet is 10 minutes late for their scheduled grooming appointment they risk losing their appointment without notice.
  - d. A 'no-show' fee will be assessed to the owner's credit card on file for all pets missing a scheduled appointment.
  - e. Pets are allowed to remain at The Ruff House for up to 120 minutes, in addition to actual grooming time, without additional fees. Additions fees start at \$15.50.
19. **DAYCARE/GROUP PLAY.**
  - a. Advanced reservations for Daycare are requested. Please make reservations in person, via phone or on our website. Walk-ins will be accommodated on a space available basis.
  - b. Dogs should have eaten breakfast at least one hour prior to arriving for daycare. This precaution is to help prevent bloat.
  - c. Dogs are divided daily into multiple play groups by size, age and temperament. We reserve the right to include or exclude specific dogs based on temperament, activity level or stress level.
  - d. Daycare reservations are accommodated by 'Full Day' or 'Half Day' play sessions. A half day of daycare is five hours or less. All dogs participating in daycare must be checked in by 1:00 pm on the day of play.

- e. All prepaid daycare packages expire 180 days from the purchase date. Packages are non-transferable and non-refundable.
- f. All pets must be picked up by the close of the business day. All pets participating in daycare not picked up by business closing will remain in the custody of The Ruff House and will be eligible for pick up the following day during normal business hours. Additional late and/or overnight fees will be assessed at the owner's expense.

## 20. OVERNIGHTS.

- a. **DEPOSIT.** Overnight reservations during peak times and holidays require a \$50 deposit (\$38 for a one night stay) during the time of booking. A valid credit card is required when booking an overnight reservation and will be used according to The Ruff House cancellation fee schedule. All balances on client accounts must be paid in full prior to reservation confirmation.
- b. **CANCELLATION FEES.**
  - i. Notification of a cancellation must be provided seven (7) days prior to check-in. Reservations not cancelled by the aforementioned time will be charged in full to the credit card on file.
  - ii. The cancellation policy will still apply if any required vaccinations are out of date and affect the requested reservation.
- c. **CHANGES IN RESERVATIONS.**
  - i. Pets are welcome to stay longer than their original reservation. Owners are responsible for all additional overnight and activity fees at the time of check out.
  - ii. A minimum of 48 hours' notice is required for pets checking out earlier than their original departure date. Seven (7) days' notice is required for reservations over Holiday's, during the months of March, April, July and August. Early departures without proper notice will be charged in full for the original reservation.
- d. **HOLIDAYS/PEAK TIME.** There is an additional \$3 fee assessed per pet per day for holiday and peak time reservations. For a current schedule of holiday and peak times please contact a reservation specialist.
- e. **ACTIVITIES.** The Ruff House understands that the needs of each pet and family are different. *We believe that an active pet enjoys a multitude of health benefits and returns home happier. Some of the popular activities we offer are, daycare, ice cream socials, cuddle time, and story time. The Ruff House can accommodate almost any special request, please speak with a reservation specialist to customize your pet's vacation.* Activities and overnight fees are priced per pet per day. Pre-paid daycare packages can NOT be used on overnight stays.
- f. **FEES.** Overnight fees are charged per pet, per night, and do not include daycare on the day of departure past 12:00 pm.
- g. **CHECK IN.** Pets may check in any time during normal business hours. Early check in and late check out requests will not be accommodated.
- h. **CHECK OUT.** Check out is **BEFORE 12:00 pm** on the date of departure. **It is strictly enforced that pets not picked up by 12:00 pm will be charged additional fees.**

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The Ruff House reserves the right to change or modify the rules and policies at any time without notice.