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I, (customer name) \_\_\_\_\_\_\_\_\_\_ agree and accept the following policies of Ruff House Pet Resort.

**REQUIREMENTS**:

* Minimum of 4 months old and maximum age of 15 years old
* Healthy, mobile and free from illness
* Friendly with other dogs and people
* Spayed or Neutered if over 1 year old (for day care/group play)
* Restricted Breeds- Pit Bull Terrier, Pit Bull mix, Staffordshire Bull Terrier, Bull Terrier, or American Bull Dog
* Dog(s) kept on leash at all times by customer. Staff is unable to carry dogs
* Provide a valid and current credit card on file at all times
* Initial evaluation for all dogs and re-evaluation after 2 years of inactivity
* Adhere to Ruff House Pet Resort wellness protocols, with proof from a Veterinarian
  + Bordetella (every 6 months)
  + Distemper Parvo Leptospirosis (every 1 to 3 years)
  + Rabies (every 1 to 3 years)
  + Clear fecal test (at registration and every 1 year)
  + Flea and tick preventative medicine

1. I agree that in registering my dog(s) to Ruff House Pet Resort, my representations are true and have not been falsified to gain admittance to Ruff House Pet Resort. My dog meets the above REQUIREMENTS and I authorize my veterinarian to release all information regarding the status of vaccinations, spay/neuter, age, medications, and health condition(s) of my dog(s). \_\_\_\_\_\_(initials)
2. I agree that my dog(s) has/have not harmed, shown aggression, injured, or exhibited any threatening behavior towards any other person or dog. (initials)
3. I understand that Ruff House Pet Resort provides an active social environment and that during a normal stay my dog(s) may sustain injuries, scratches, bites, punctures, torn ligaments, or gastric torsion (bloat), arising from activity. Swim and water activities may create injuries or sickness and in extreme cases even death. Ruff House Pet Resort’s staff carefully monitors dogs to avoid injuries however some could occur despite the best supervision. \_\_\_ (initials)
4. I understand and agree that if my dog(s) is/are the cause of injury or death to another animal or person, I shall be legally and financially responsible for the cost of injury, death, or damage. This includes same family dogs staying together. I agree to fully indemnify Ruff House Pet Resort and its principals, employees, agents, volunteers, representatives, and successors for any costs, losses, or legal expenses incurred in their defense or any other claims, including negligence, brought by myself or a third party arising from or related to my actions or the actions of my dog(s) while in the custody of Ruff House Pet Resort.\_\_ (initials)
5. I understand that Ruff House Pet Resort requires all dogs, 1+ years of age, to be spayed/neutered. Females (of any age) in heat will not be admitted to Ruff House Pet Resort and will be removed from Ruff House Pet Resort, immediately, if they go into heat during their stay. (initials)
6. I understand that even though my dog is current with required vaccinations, there is a possibility that my dog(s) could still contract Canine Cough, Canine Influenza, Upper Respiratory Infection, Giardia, Leptospirosis, Distemper, Parvo or any other illness. Any dog deemed sick or unhealthy during his/her stay will be isolated from the group and required to go home or sent to a Veterinarian for treatment. I authorize Ruff House Pet Resort to arrange veterinary treatment and thereby release Ruff House Pet Resort from all liabilities relating to the transportation, treatment, and expenses of such care. Should my specified veterinarian be unavailable, I authorize Ruff House Pet Resort to engage the veterinary services of choice. If I cannot be reached in a timely manner, I authorize Ruff House to approve medical and/or emergency treatment as recommended by a veterinarian. I will reimburse Ruff House Pet Resort for all veterinary expenses incurred.\_\_\_\_\_\_\_\_(initials)

7. I understand that Ruff House Pet Resort has a zero tolerance policy for fleas and ticks. Ruff House Pet Resort is not responsible for any fleas or ticks that may that may appear on my dog during or after my stay. My dog is currently free of fleas/ticks and is current on a preventative medicine. I also understand that if fleas or ticks are discovered on my dog, I give permission to administer a treatment and/or isolate my dog from all other dogs. I agree to pay fees for related treatment. \_\_\_\_\_\_\_\_\_\_ (initials)

8. I understand that if my dog is taking medication it is my responsibility to provide the medicine in the original bottle, labeled with the medication name and correct amount to be administered. I agree to pay a fee of $1 per dose for all medication administered. I agree to leave an adequate supply during the time my dog is cared for by Ruff House Pet Resort. Should the medication supply need replacement, I authorize Ruff House Pet Resort to purchase the replacement, as needed, and I will reimburse Ruff House Pet Resort for the expense. \_\_\_\_\_\_\_\_\_\_\_ (initials)

9. I understand that Ruff House Pet Resort reserves the right to remove any dog(s) that become(s) a nuisance, creates a disturbance on the premises, or is uncontrollable at any time while under the supervision of Ruff House Pet Resort. This includes excessive barking, howling, fence jumping, mounting, lunging, rough play, biting, or destruction to property. \_\_\_\_\_\_\_\_\_\_ (initials)

10. I agree, to provide a current and active credit card on file as a requirement for any boarding reservations and/or charges incurred during day care, training, or boarding. Upon check-out, payment is due for all services rendered by Ruff House Pet Resort. If payment is not made in full then Ruff House Pet Resort reserves the right to hold my dog until full payment is received. For designated holidays, boarding charges are prepaid at time of reservation and are non-refundable. If cancellations are made 7 days in advance a credit may be applied to your account for future services. \_\_\_\_\_\_\_\_\_\_ (initials)

11. I understand that Ruff House Pet Resort has a no refund policy, including but not limited to, training services, pre-paid boarding passes and pre-paid day care passes. If for any reason my pre-paid pass is not used by the expiration date there will be no extension. If you choose not to return to Ruff House Pet Resort, for any reason, there will be no refund. All passes purchased are final and non-refundable. All training classes purchased are final and non-refundable. (initials)

12. I understand that if my dog(s) is/are not picked up by the end of the regular business day, then I hereby expressly authorizes Ruff House Pet Resort to take whatever action is deemed necessary for the continuing care of my dog(s). I agree to pay Ruff House Pet Resort all the normal fees for such care upon demand by Ruff House Pet Resort. *.*  (initials)

Further, I understand that if I do not pick up my dog(s) as scheduled, Ruff House Pet Resort shall be authorized to proceed according to California Civil Code section 1834.5 Abandoned Animals

*(a) Notwithstanding any other provision of law, whenever an animal is delivered to a veterinarian, dog kennel, cat kennel, pet grooming parlor, animal hospital, or any other animal care facility pursuant to a written or oral agreement entered into after the effective date of this section, and the owner of the animal does not pick up the animal within 14 calendar days after the day the animal was initially due to be picked up, the animal shall be deemed to be abandoned.  The person into whose custody the animal was placed for care shall first try for a period of not less than 10 days to find a new owner for the animal or turn the animal over to a public animal control agency or shelter, society for the prevention of cruelty to animals shelter, humane society shelter, or nonprofit animal rescue group, provided that the shelter or rescue group has been contacted and has agreed to take the animal.  If unable to place the animal with a new owner, shelter, or rescue group, the animal care facility may have the abandoned animal euthanized.*

*(b) If an animal so abandoned was left with a veterinarian or with a facility that has a veterinarian, and a new owner cannot be found pursuant to this section, the veterinarian may euthanize the animal.*

*(c) Nothing in this section shall be construed to require an animal care facility or a veterinarian to euthanize an abandoned animal upon the expiration of the 10-day period described in subdivision (a).*

*(d) There shall be a notice posted in a conspicuous place, or in conspicuous type in a written receipt given, to warn a person depositing an animal at an animal care facility of the provisions of this section.*

*(e) An abandoned animal shall not be used for scientific or any other type of experimentation.*

I hereby certify that I have read and understand these requirements, and policies set forth above, and that I have read and understand this Agreement, and each of its terms and conditions, and agree to abide and be bound by these policies.

Customer Name: Signature:

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Dog Name: Date:

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