



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 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)
 - Adult dogs must have a rabies and DHPP within the last 3 years, bordetella within the last year
 - Adult cats must have rabies and FVRCP within the last 3 years
 - 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 custom 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, 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 or any medication given more than two 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 labeled with drug name and dosage. Supplements and vitamins can be provided to us in pre-packaged single meal bags but we cannot guarantee ingestion if this option is selected.

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.