



GUEST POLICIES & HEALTH REQUIREMENTS

Vaccinations	<p>Rover Oaks must have a formal vaccination record or receipt from a licensed veterinarian indicating that the vaccinations meet the Rover Oaks requirements listed below. Faxes are acceptable. No hand-written records or owner-administered vaccinations are acceptable. Rover Oaks may <u>not</u> be able to board the pet if the required records are not received <u>prior to boarding</u>. The following vaccinations are required after the initial series of puppy or kitty shots:</p> <p>Dogs RV (rabies): Annual or 3-year, based on specific documentation by veterinarian. DHPP: Booster at age 1. Every 3 years thereafter. BV (bordetella or canine cough): Semi-annual.</p> <p>Cats RV (rabies): Annual or 3-year, based on specific documentation by veterinarian. RCP (respiratory-distemper): Booster at age 1. Every 3 years thereafter.</p>
General health	<p>All pets must be in good general health to board at Rover Oaks Pet Resort. No diabetics, pets exhibiting signs of serious illness, pets with contagious viruses, etc. will be accepted. Rover Oaks is not staffed for skilled veterinary care; and Rover Oaks may not be able to handle geriatric pets, pets in heat, or other pets needing significant or special care.</p>
Parasites	<p>All pets will be checked thoroughly for fleas and ticks. If any are found, that pet will be treated immediately, at the owner's expense, before being allowed to enter the boarding area.</p>
Behavioral Problems	<p>No pets will be accepted for boarding if they show signs of, or have a history of, severe aggression or separation anxiety. A daily handling fee may be charged for pets who are difficult to manage.</p>
Minimum Age	<p>No pets under the age of 4 months will be accepted for boarding.</p>
Cat Boarding	<p>Only cats that have been spayed or neutered are eligible to board at Rover Oaks.</p>

Personal Items

All items must be clearly marked with pet's name. We cannot be responsible for any item left with your pet.

Treats/Food: We accept most foods and treats. We prefer your pet's food to be placed in disposable zip-lock bags. We do not accept any rawhide products or items that may present a risk to your pet while boarding. Such items will be stored by the supervisors until you pick up your pet.

Medications: We can administer oral or topical medications that are needed. Prescription medications should be provided in their respective prescription containers, along with clear and written directions.

Bedding: Blankets and towels are allowed. Beds or stuffed bedding that cannot be laundered using our in-house equipment will not be accepted for sanitation reasons.

Crates: We do not allow dog crates to be placed in the kennel runs and suites. Our staff must be able to easily observe and monitor pet health and behavior constantly throughout each day.

Toys/Bowls: Maximum of 3 toys per pet. Please understand that there is a good risk of misplacing these items due to our daily sanitizing procedures. Personal food and water bowls will not be accepted.

Check-in / Check-out

Check-in at Rover Oaks Pet Resort is **after 12:00 noon**. Pet owners who need to drop off their pets before noon must indicate such when the reservations are made. A *morning check-in charge* will be assessed since Rover Oaks cannot make these suites available to other guests after 12:00 noon on the preceding day. **Check-out** for all guests is **before 12:00 noon**, since pets arriving in the afternoon may be booked into the same suites. An *afternoon check-out charge* will apply to pets who are not picked up by 2:00 p.m., and they may be moved to less spacious accommodations to make room for arriving pets. (Please note that the Business Office is closed on Sundays except for pet pick-up between 4:00 and 6:00 p.m.).

Late Check-out / Early Check-in

If front office staff is available, customers may schedule, *in advance*, a late pick-up (i.e., 6:00 - 8:00 p.m. on weekdays and Sundays, or 4:00 - 6:00 p.m. on Saturdays). The fee for late pick-up is \$30 plus the overnight boarding rate for any enclosures their pets are occupying. If staff is available, customers can also schedule early check-in (i.e., 6:00 - 7:00 a.m. on weekdays or 8:00 - 9:00 a.m. Saturdays), and the customer will be charged a flat fee of \$30 for the additional service.

Accommodations

Rover Oaks reserves the right to re-assign pets to different suites or kennel runs if they become destructive, overly aggressive or disruptive. Only large breed dogs (i.e., more than 125 lbs) or multiple pets from the same family may occupy a large Bunkhouse Suite (8x8). Luxury Suite sponsors have the first option to board their pets in their sponsored suite, provided other luxury suites of the same size are available to other guests who hold prior reservations.

Combining Non-Family Pets

For pet safety reasons, Rover Oaks does not allow pets from different families to be boarded in the same Luxury Suite, Bunkhouse Suite or Meow Manor condo. With the exception of our Doggie Daycare Program, we do not arrange for pets from different families to play together.

Access to the Boarding Facility

To encourage a safe and low stress environment for pets, staff, and guests, Rover Oaks must limit customer access to the boarding facility:

- Owners of pets boarding for the first time will not be allowed to accompany their pet when it enters the boarding area. Time permitting, a kennel supervisor will return to the lobby and accompany the owners to the boarding facility after any issues related to aggression or separation anxiety have been resolved.
- Regular customers may not be allowed to access the boarding areas during peak times or when technicians and supervisory staff are feeding, exercising, and providing care to our boarding guests.

Medical Attention

Rover Oaks strives to provide a safe, stress-free facility for owners' pets. However, some pets react differently to new environments and separation from their owners, and there is even some risk that pets in the same family may play roughly and injure one another when boarded together. In non-emergency situations (e.g., continued diarrhea, loss of appetite), we will contact the owner or owner's designee to discuss the recommended protocol. For emergencies in which urgent care or evaluation appears needed, we will transport the pet to the appropriate animal clinic immediately and then contact the owner. Any costs arising from medical care that are paid by Rover Oaks will be billed to the owner upon check-out.

Cancellation Policy

During weekends, peak months, and holidays, "no shows" and customers who do not cancel within 72 hours of their arrival date will be charged a cancellation fee equal to 2 days of boarding (for a single pet) in the selected accommodation. In addition, customers who repeatedly "no show" or cancel (with or without 72 hours notice) more than once every 2 months may be required to provide a *non-refundable* deposit equal to 2 days of boarding for each future reservation.

Damage Deposit

Rover Oaks does not charge a damage deposit for pets staying in the luxury suites. However, the significant damage sustained by our luxury suites necessitates that we charge the following fees for damages caused by owner's pets:

Cove molding/slight:	\$25	Mattress & cover /unrepairable:	\$50
Cove molding/extensive:	\$50	Bed frames/slight:	\$25
Chair rail/slight:	\$25	Bed frames/extensive:	\$100
Chair rail/extensive:	\$50	Throw rugs & pillows	\$10
Mattress & cover /repairable:	\$25	Other:	Based on the extent of damage

Abandoned Pet

In the case of an abandoned pet, Rover Oaks will comply with *Chapter 70 of the Texas State Property Code*.

Service Exclusion

In order to provide for the safety and security of our customers, our pet guests, our employees and our business, Rover Oaks reserves the right to decline service to any individual or any pet if we so choose.