



## Ridge Runner Pet Lodging Policies

Please read this policy in its entirety, initial, sign, and return.

Thank you for choosing our facility to keep your pet while you are away! We provide quality lodging with a personal touch – every attempt will be made to give each of our guests individual love and attention during their stay with us. Your pet will be under the direct supervision of our lodging staff with on-site veterinarians and our emergency service just next door.

**VACCINATION REQUIREMENTS:** To ensure the protection of all pets in our care, we require that all pets be fully vaccinated for basic diseases, or we cannot accept your pet at check in. **For dogs, this includes distemper/parvo, rabies, and Bordetella. For cats, this includes FVRCP and rabies. We do require up to date proof of vaccinations from your veterinary office only.** We do recommend vaccines be administered at least 2 weeks prior to lodging for full protection. If your pet is vaccinated at the time of arrival, or within two weeks of check-in, there is risk involved and we will not be responsible for any associated illnesses.

**INTERNAL / EXTERNAL PARASITES:** All pets must be free of parasites, including fleas and ticks. If any parasites are observed during your pet's stay, appropriate medications will be administered, and you will be charged accordingly.

**RATES AND PAYMENT:** Lodging rates are calculated on a per night basis. Payment in full is expected when your pet is picked-up.

**Feline** \$29/night (single unit)  
**Lodging:** \$39/night (double unit)

**Canine Lodging:** Base cost is: \$42/night (single unit)

We do not offer Diabetic Boarding; however the Animal Emergency Clinic of the High Country does offer this service.

### CHECK-IN TIMES

**3pm – 5pm**

### CHECK-OUT TIMES

**8am – 10am**

\*\*An additional fee of \$18 will be applied for pets checking in at the **8-10am** check-in time.

\*\*An additional fee of \$18 will be applied for pets checking out in the **3-5pm** check-out time.

\*\*An additional fee of \$2 per day will be applied for Medication Administration. Veterinary Technician medication administration: \$5 up-charge. Supplements and Vitamins will be counted as medications and the fee will apply. All medications Must be in their original container.

### Extra Options for Canine Lodging

**Access to Lodging Camera:** +\$5/night surcharge. Camera units must be requested at the time the lodging reservation is made and access information will be provided at the time of check-in.

**Bear level (light activity):** +\$0/night surcharge, normal walks but no extended dog park time.

**Deer level (moderate activity):** +\$5/night surcharge, additional 15-20 minutes to 3<sup>rd</sup> playtime of the day.

**Chipmunk level (high activity):** +\$10/night surcharge, 1 additional session (20-30 min. each) in dog park.

Client Name: \_\_\_\_\_  
*Write Legibly or Type*

**PERSONAL BELONGINGS:** Feel free to bring any toys, treats or personal items that might make your pet's stay more comfortable. We request you not bring your own bedding due to the possibility of the bedding becoming soiled or misplaced during your pet's stay.

We cannot be responsible for any items that are lost. We feed Science Diet Sensitive Stomach & Skin, dry food, and canned Royal Canine Gastrointestinal Diet, but you are welcome to bring your own food as well. If you do bring your own food, please bring no more than your pet's stay will need due to limited storage space. Please label all your pet's food and belongings with their name.

**MEDICAL CONDITIONS:** If your pet requires medical attention while in our care, we will make every attempt to contact you to inform you of the situation. If we are unable to contact you at the emergency number provided, your pet will be treated as we deem necessary either at our on-site veterinary facility or at the neighboring emergency clinic depending on the nature of the condition, and you will be charged accordingly. We offer a limited variety of medications at no cost to you to treat any respiratory or gastrointestinal conditions that may develop due to environmental or dietary changes during their stay or within 7 days of check-out. We take great care so that these problems won't occur. Despite our best efforts, however, sometimes issues like vomiting, diarrhea, coughing and sneezing may be noticed.

**BATHING:** It is our policy that all pets be clean when they are ready to go home - this generally means a light rinse and not a full bath. You can request that your pet have a full bath on the morning of discharge (dogs only) with the cost of this service charged to you.

**ESTRUS POLICY:** If your pet is in heat during her stay with us there will be an additional charge of \$5 per day. The extra charge will be used to cover additional steps that will need to be taken to prevent unwanted mating. If your pet is in heat while she is with us, she will not be allowed in our dog park area with any other pets.

**CANCELLATION POLICY:** Please notify us of any cancellation that needs to be made as soon as you can. All lodging reservations will be asked to make a deposit to cover half of your pet's reservation at the time you make the reservation. This deposit will be strictly towards your pet's lodging and will not include any exams, vaccinations, or preventive medications you have requested for your pet while your pet is staying with us. If you cancel your pet's reservation before 72 hours of the scheduled reservation all the deposit will be refunded except for a one-night boarding fee. (Canines - \$30.00 per pet, Felines - \$20.00 per pet) If you cancel your pet's reservation after 72 hours of the scheduled reservation the deposit is non-refundable. If After two no shows, you will be asked to make a non-refundable payment for your pets at the time you make your pet's reservation.

**HOLIDAY POLICY:** We will not offer check-ins or check-outs on Holidays.

**ABANDONMENT:** Please notify us if there is any change of plans in your pet's scheduled release date. If you do not notify us of a change in your pet's departure date or we are unable to reach you or your authorized agent for a period of 14 days after your pet's scheduled release date, we will consider your pet abandoned. Please be advised that the pet owner will be responsible for the fees accrued and any other fees or legal services incurred by the facility as a result of the abandonment.

**GROUP ACTIVITIES:** Our outdoor exercise area has small enclosures for private activities in addition to large, open, fenced areas. We will take every precaution when evaluating a pet's potential for safely interacting with other pets. Pets can also be leash-walked only if owners prefer this option. Please notify us at check-in if your pet has a history of not playing well with others.

To indicate that you have read and understand the policies listed above, please sign and date:

Client Name (Write Legibly or Type): \_\_\_\_\_

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_