**Southlake Classic Pet Retreats Rules and Regulations**

To ensure the safety and health of all animals, customers, and staff at Southlake Classic Pet Retreat, we require all clients to

comply with the following Rules and Regulations:

**SEX**: All dogs must be spayed or neutered. Exceptions can be made at the sole discretion of Southlake Classic Pet Retreat,

but any dog in season cannot be accepted under any conditions.

**SHOTS**: All dogs must have up-to-date vaccinations. Parents must submit written documentation that their dogs have current DHPP or DHLPP, Rabies and Bordetella vaccinations at least 48 hours before reservation; the Bordetella vaccine MUST HAVE BEEN ADMINISTERED within 6 months. You will receive a reminder with expired vaccinations upon making a reservation. It is your responsibility to provide on- going verification of current vaccinations. We will no longer be accepting vaccine records on the day of drop of for overnight stays.

**HEALTH**: All dogs must be in good health. Parents will need to certify that their dogs are in good health and have been free

from any condition that could potentially jeopardize other guests. Dogs who have been ill with a communicable condition in the last 60 days will require veterinarian certification of health to be admitted or readmitted. If, at any time during care, a dog is noticed to have fleas or ticks, treatment will be applied and charged to the parent at the minimum rate of $30.00. All dogs will be examined for signs of fleas and ticks at check in and will not be admitted to day care if fleas or signs of fleas or ticks are noticed. This "spot check" is not a foolproof process, therefore, we highly recommend a flea and parasite preventative,

excluding flea/tick collars.

**FOOD**: Parents must provide enough food to cover the duration of the pets’ stay. If at any instance, a pet runs out of food, Southlake Classic Pet Retreat will purchase more at the owner’s expense.

**BEHAVIOR**: All dogs must pass the Southlake Classic Pet Retreat Behavior Assessment for enrollment in our program. All

dogs must be non-aggressive and not food or toy protective. Parents will need to certify that their dog(s) have not harmed or

shown any aggressive or threatening behavior towards any person or any other dog(s). Please remember that your pet will be

spending time with other pets and that their safety and health is our main priority. Keep in mind, although it is supervised play,

your dog still might acquire an occasional nip or scratch.

**AGE**: Any age dog/puppy is allowed at Southlake Classic Pet Retreat so long as the dog/puppy meets the Facility's criteria. Puppies may begin a Southlake Classic Pet Retreat Doggy Day Care program before they are spayed/neutered, as long as it will be taken care of by 6 months of age.

**HOURS OF OPERATION**: Sunday through Saturday from 700 a.m. to 6:00 p.m. Drop off and pick up any time during these hours. A late pick up can be pre-arranged but will not be later than 6:30pm and MUST BE PREPAID before closing time. Any pet left later than 6pm without notice will be converted to boarding and charged as such. We are closed the following holidays: Easter, Independence Day, Thanksgiving, Christmas Day and New Year’s Day. ABSOLUTELY NO CHECK-IN'S OR CHECK OUT'S WILL BE PERMITTED ON THESE HOLIDAYS. We will close at 12:00 pm on Christmas Eve and New Year’s Eve.

**RESERVATIONS**: Required. **DEPOSITS: A two-day deposit per pet is required at the time of reservation to hold your pets spot during peak seasons and will go toward their stay. If the reservation is cancelled at least two weeks prior to the drop off day, the deposit can be refunded in full. Reservations cancelled within two weeks of a pets stays will forfeit the deposit.**

**RATES**: Overnight rates commence at drop off and run through 11:00 a.m. the following day. Any pet picked up after 11:00 a.m. will be charged for a day of boarding. Check out time can be extended to 6pm if parents opt to have their pet bathed or groomed. Parents will then be charged for the grooming service instead of the additional day.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Witness: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_