



Guest Policies & Health Requirements

Vaccinations

Houston Dog Ranch must have a formal vaccination record from a licensed veterinarian indicating that the vaccinations meet the requirements listed below. Faxes are acceptable. No hand-written records or owner administered vaccinations are acceptable. Houston Dog Ranch will not accept any pets for boarding, day-care, or training that have not had the following vaccinations:

Rabies (RV): Annual or 3yr., as administered by selected licensed DVM.

DHPP: Annual or 3yr., as administered by selected licensed DVM.

BV (Bordetella): Semi-annual. Protects against Kennel Cough. Please note: updated Bordetella must be given a minimum of 3 days prior to boarding.

General health

All pets must be in good general health to board, train, or participate in day care at Houston Dog Ranch. No pets exhibiting signs of serious illness, pets with contagious viruses, etc. will be admitted. No dog will be admitted for any activity during heat cycle. After a full 21 day term the female may return to all activities. **Any pet known to have been exposed to a contagious virus must wait 30 days or until clearance by DVM is given before coming to Houston Dog Ranch for any service. Violation of this policy is a serious offense that puts other dogs at risk. Therefore, any pet owner who brings a pet to Houston Dog Ranch in violation of this policy shall be liable for all actual damages, which shall include, but not be limited to, veterinary care for all exposed dogs and all loss of revenue and other direct expenses to Houston Dog Ranch. PLEASE PLAY IT SAFE. IF YOU THINK YOUR DOG MAY HAVE BEEN EXPOSED TO ANY CONTAGIOUS VIRUS OR THAT HE/SHE IS NOT FEELING WELL, HAVE YOUR DOG CHECKED BY A DVM BEFORE BRINGING THEM TO THE RANCH AND BRING A WRITTEN DOCUMENT FROM YOUR DVM GIVING CLEARANCE FOR YOUR DOG TO ATTEND ACTIVITIES AT THE RANCH.**

Parasites

Upon finding any external parasites (i.e. fleas/ticks) on any pet Houston Dog Ranch will treat the condition at the owner's expense. Pets with internal parasites (i.e. worms) cannot board, train, or attend daycare. If worms are discovered while on Houston Dog Ranch property, the pet will be quarantined and the owner will be called for immediate pick up. Once a negative test for internal parasites is confirmed by your DVM your pet may return to all activities.

Age requirements

No dogs under the age of 16 weeks will be accepted for day care or boarding. Puppies under the age of 16 weeks are accepted for training and puppy classes.

Booking a Reservation

Houston Dog Ranch does not book a reservation for boarding, training, or daycare without complete client/pet paperwork on file. This includes the New Client Form, the Emergency Care Permission form, and current vaccination records on each pet (vaccination requirements are noted above). Houston Dog Ranch will not "hold" reservations while waiting for complete files.

All Houston Dog Ranch forms can be downloaded from our website www.HoustonDogRanch.com/forms.

Boarding Arrivals & Departures

Guests may check in from 7:30am – 3:00pm, Monday – Friday; and from 9:00am – 12:00pm on Saturday. Check out times during the week are the same as check-in times. There are no check outs on Saturdays and Sunday check out are between 3:00pm and 5:00pm, by appointment only. If a guest checks out before 10:00am, Monday – Friday, there is no charge for the last day.

Personal Items

Please mark all belongings with your pet's name.

Medication

All prescribed medications must be in their original containers with doctor instructions labeled on the outside. Vitamins and over the counter meds can be in a temporary storage containers provided that the pet's name, the name of the medication, and dosing instructions be labeled on the outside.

Food Policy

In an effort to ensure that your dog's stay with us is as enjoyable as possible, we require owners bring their dog's current food for their stay. Maintaining their usual diet will help lessen any possible gastrointestinal upset. Please bring only enough food for your dog's stay. At check-in we will ask for detailed feeding instructions. We monitor food intake closely and reserve the right to adjust a guest's diet in the event of illness or other special needs. Please inform the staff of any special diet requirements or food allergies at check-in.

Cancellation/Change Policy

Non-Holidays: Houston Dog Ranch requires 72 hours notice prior to the start of the reservation in order to cancel/change a NON-HOLIDAY boarding reservation without charge.

Holidays/Peak Season: During peak months and holidays we require that a 50% deposit is taken to hold a reservation. Cancellations during these times (holidays and peak season) require 3 weeks advance notice of changes of cancellations to avoid any fees. If a cancellation or change is made with less than 21 days notice BUT more than 14 days notice, the deposit will be forfeited. Any changes or cancellations made with less than 14 days notice will be required to pay for the full boarding stay. For more information regarding cancellations or reservation changes during peak times please contact the front desk.

No-shows and/or repeated cancellations will require a non-refundable deposit in order to book future reservations. A client with multiple no-shows may be denied future reservations.

Accommodations

Houston Dog Ranch reserves the right to re-assign pets to different guest rooms or cabins if they become destructive, overly aggressive, disruptive, or stressed. Rate changes as a result of any guest reassignments are applied at the discretion of Houston Dog Ranch.

Combining Non-Family Pets

For pet safety reasons, Houston Dog Ranch does not allow pets from different families to board in the same accommodations.

Social Play

Houston Dog Ranch encourages social play among our boarding guests. However, in order to participate in social play a temperament test is required. It is recommended that this be scheduled at least two weeks prior to boarding. In order for dogs to maintain social status, they must participate in group play a minimum of once every six months. If more than six months have passed since a dog has participated in group play at HDR, the dog must be re-evaluated to make sure they are still social. The cost for re-evaluation is \$40.

Access to the Facility

To encourage a safe and low stress environment for pets, staff, and guests, Houston Dog Ranch reserves the right to limit access to various areas of the facility to pets and their owners.

Medical Attention

Houston Dog Ranch strives to provide a safe, stress-free facility for owners and their 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 during boarding and play activities. In non-emergency situations (e.g. continued diarrhea, loss of appetite, etc.), we will contact the owner or the 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 Houston Dog Ranch will be billed to owner.

Damage Deposit

Houston Dog Ranch does not charge a damage deposit; however any out of the ordinary damage incurred during a guest's stay is the responsibility of the owner. Damages are limited to the cost of materials and a maximum of \$50 in labor.

Abandoned Pet

In the case of an abandoned pet, Houston Dog Ranch 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, Houston Dog Ranch reserves the right to decline service to any individual or any pet if we so choose.