

Hidden Paws Ranch Kennel Rules & Conduct (May 26, 2020)

This facility must have a signed copy of these rules and conduct to provide your pet(s) with any services. This ensures all current and potential "family members" are familiar with and understand that, in order to provide all pets on premise a happy and safe visit, certain codes of conduct and requirements must be met. The staff reserves the right to refuse any pet for any reason to ensure the safety of other pets and staff. Pets with parasite infestations and certain medical conditions will be refused.

My Personal Guarantee to You, the Pet Owner. 1. Your pet(s) will be respected and taken care of in a loving, gentle and safe manner. 2. Your pet will have a clean, well lit, comfortable, sanitary and safe place to call its own while in my care. 3. Your pet will be provided fresh clean water at all time, be fed according to your schedule with our diet or what you provide from home, and be given as you request. 4. While your pet(s) is in my care , your pets health, safety and happiness come first.

Hours of Business:

Drop Off & Pickup Hours: By Appointment Times Only

Monday thru Friday: 7am to 11am and 2pm to 5:00pm

CLOSED DAILY 11:00am-2:00PM For Lunch and Errands

Saturday: 7am to 11am and 2pm to 4pm

Sunday: 7:30am to 8:00am and 2pm to 4pm

Kennel Hours: We will be in the kennel caring for your dogs regardless of the hour of the day, day of the week, or the date on the calendar. Rest assured, the kennel does not keep "Business Hours" when it comes to your dog. Your dog will be well taken care of throughout their stay.

Holiday Hours: Any reservation made during a Holiday Period will have a 50% deposit required to hold your reservation.

Memorial Day weekend

Independence Day: Peak Period is from weekend before to weekend after Independence Day.

Labor Day weekend

Thanksgiving (closed for business Thanksgiving day): Peak Period is from weekend before to weekend after Thanksgiving Day.

Christmas (closed for business Christmas day): *Peak Period is from weekend before to weekend after Christmas Day.*

Spring Break weeks for all school districts in Oklahoma and Texas

For these Peak Periods we will require a 50% deposit. Deposit is non-refundable, If you cancel 14-days prior to your arrival date, the deposit will be credited to your account.

Holiday Hours will be posted shortly before the date of Holiday. Hours will vary some Holidays. I am open 7 days a week, so occasionally the facility will be closed, as posted, to allow for Dr. visits and family emergencies or family functions. Clients will be provided as much notice as possible. Also there are times when I need to leave to run errands and things, I am at the kennel most of the day, but having set times helps me schedule things I need to do. As we are still human, sometimes this is necessary.

Prices and Methods of Payment. All major credit cards are accepted as well as debit cards. Cash is preferred. NO CHECKS will be accepted. Any service may be prepaid and advance payments for boarding may be made. All services are to be paid in full upon Pick Up. For clients that have more than one dog boarding, if they stay in the same kennel you get the additional pet discount, but if they have to stay in separate kennels, you will be charged full price for each kennel.

Extended stays: For any stay longer than 14 days, we have separate procedures for payments and deposits. We require a valid credit card to be kept on file. Arrangements should be made for all veterinary, grooming, bathing, food and any other services required throughout the stay. We can arrange transportation service to local providers only. Further details will be discussed during the reservation process.

Drop-off and Pick-up: Drop-off and Pick-up are scheduled by appointment. Should a scheduled time ever need to be changed feel free to call or message us and we will gladly work out a different time that works for you and us.

Our boarding rates are valid until 11:00 AM the next day (Sundays excepted). Should you require pick-up past 11:00 AM, a \$10 daycare is added. Pick-up after close of business will be assessed a full boarding rate of \$15 even if your dog does not stay the night.

Sundays have a pick-up window between 7:30AM – 8:00AM and 2:00 PM - 4:00 PM. There are no Daycare/Late Fees for Sunday. If you must pick up your dog after 4:00 PM on Sunday, an additional full boarding will be assessed.

Extended day stays (past 11:00 A.M.) should be pre-arranged to ensure there is space available.

Clients who repeatedly cancel reservations without sufficient notice or no-show will be required to provide a non-refundable deposit equal to 50% of their scheduled reservation.

Other important information

1. Please have your dog on a leash when dropping off or picking up, I am not on a busy road but there is some traffic and also some dogs like to venture off. This is for their own safety and the safety of the owners.
2. During your pets stay, no visitors or visiting is allowed. It simply upsets the pet too much causing unnecessary emotional distress.
3. Limited items brought from home allowed: medications, food in resealable containers only or in portion size ziplock bags, a leash and collar. NO BEDS OR BLANKETS FROM HOME or any item that presents hazards to any human or pet on premise.
4. Any client who behaves in an abusive manner to ANY pet or human on premise will be terminated as a client and prosecuted if needed.
5. Please do not go thru the door to the kennels without a staff member with you, Children are not allowed in the kennel area. Please do not let children run loose in or around kennel.
6. Please, No more late evening and night phone calls after 8pm. Any calls received after 8pm will not returned until morning.
7. Please pull up and park in front of the kennel, it is made so that you can pull up and go around the drive to leave. Please do not pull up and block the road to cattle guard, that road only goes to my home, it is not an exit road.
8. All lives in this facility/property deserve the best treatment and have rights. Please acknowledge that the staff is human and requires all rules & regulations be met in order to properly care for the pets. We ask everyone to apply kindness, common sense & common courtesy while they are on the property. If someone is here to pick up or drop off when you get here, please wait until they are done before coming in.
9. Feel free to ask questions regarding services, rules, and conduct to eliminate any confusion. We are here to serve!

Boarding Agreement and Waiver Form For Hidden Paws Ranch

Vaccinations must be current. Vaccinations must be given by a licensed veterinarian ONLY. Vaccines given by a breeder or any other facility will not be accepted. This is a State Law and no exceptions will be made. Dogs: Rabies, DHLPP, Kennel Cough aka Bordetella Vaccines listed are REQUIRED

I agree that my dog is healthy and current on all vaccinations and has not been ill with any known contagious

viruses in the last 30 days. No puppies under 4 months of age are allowed to board, due to not having all vaccines. I agree to allow 10 days waiting period after my dog has had his/her vaccinations to allow the vaccines to reach full protection potential and to ensure my dog has not had any negative reaction to the vaccines. Should I allow my dog to stay at Hidden Paws Ranch in a shorter than 10 day wait period, I understand that my dog could be at risk of contracting a contagious virus/ disease/ kennel cough. I understand that while my dog is fully vaccinated that vaccines are not 100% fool proof and there is still a risk that my dog may contract a contagious virus/disease/kennel cough. I agree that should this occur I am responsible for my own pets' care and medical attention.

Elderly Dogs: When older dogs are boarded they could be subject to a greater deal of stress/anxiety due to removal from their normal, home environment. This stress can cause underlying conditions (i.e. heart, liver, kidney disorders) to become active. Which can, in turn, result in illness or death of your elderly dog. Our recommendation is to provide them a home pet sitter service. If you choose to board an elderly dog, we will always give them the respect and attention they deserve but the dog owner assumes all of the risks associated with boarding an elderly dog.

Potential Exposures: With the interaction of dogs, there is the chance of injury and the possibility of infectious diseases being passed between animals. (Imagine a human childcare scenario or elementary school) We do expect that all dogs coming into Hidden Paws Ranch are vaccinated, healthy and have a good temperament for boarding. Even then, there is still the potential for exposure to illness and injury while staying at Hidden Paws Ranch.

Medications & Supplements: Hidden Paws Ranch will administer medication to your dog at no additional fees. Prescription medications should be provided in prescription containers which include the pet's name, the name of the medication, the name of the dispensing doctor and/or veterinary hospital, and clear, written instructions for administering the medication. Hidden Paws Ranch gives medications and supplements in accordance to written instructions provided. It is the owner's responsibility to provide enough medication and/or supplements for the duration of your dog's stay. We are not responsible if your pet runs out.

Sanitation Policy/"Potty Policy": We know our customers appreciate a clean kennel for their dogs to stay. We take great care in maintaining and keeping all kennels in order for all of our visitors. After every visit, we dust, wipe, vacuum, mop and disinfect each kennel, blanket and bed. Likewise, after a dog has an accident during their stay, we thoroughly clean and disinfect their kennel. In this business, accidents are expected and we are prepared for them. What has a negative impact is when a dog consistently relieves itself inside the kennel. Workflow is frequently stopped, and other dogs' activities are frequently put on hold for the mess to be properly cleaned. Therefore, if we do have a dog placed in our care who does consistently relieve itself inside its kennel, whether marking or going to the bathroom and regardless if it is potty trained at home, the owner will be subject to an **additional per stay Sanitation Fee. That fee is \$25/per Stay. A per stay fee is different than a per night fee.** Please know that we will give all dogs a wide berth for circumstances surrounding excitement and stress. We do choose to err on the side of caution and will always assess each pup on a case-by-case basis.

I agree and understand that in admitting my dog to Hidden Paws Ranch play group that my dog is in good health, and has not harmed or shown aggression or threatening behavior towards another dog and/or human. I understand that in any dog play group environment that there is an inherent risk of injury or illness from rough play and/or fights. Although animals are supervised at all times, injuries can still occur while dogs are playing together such as scratches, cuts or sprained joints. Such injuries are rare, but they happen at all doggie daycares. In addition, while infrequent, dogs can get into fights, even under close supervision. Common areas for bites as a result of these fights are the snout, ears, tuft of the neck and paws. In addition to injuries, it is possible for dogs to transfer illness such as upper respiratory infections and kennel cough, even with the required

vaccinations and boosters. This is just like at a daycare for children where illness such as pink eye and the flu can be transferred from one child to another. Such illnesses do not occur often, and all dogs must have the necessary vaccinations to check-in. Understanding this, I accept full responsibility and hold Hidden Paws Ranch harmless for any pet injury, death or damage.

Hidden Paws Ranch is granted permission to take photos of your pet and publish them at their discretion. I hereby assign and grant permission and consent to Hidden Paws Ranch the right to use and publish any photos or video's taken of my pet and I hereby release Hidden Paws Ranch from all liability from such use and publication

All charges must be paid in full upon pick-up of your dog. We accept credit/debit cards and cash, No Checks!

**HIDDEN PAWS RANCH DOG BOARDING AND DAYCARE
EMERGENCY MEDICAL TREATMENT AUTHORIZATION**

I agree that I have disclosed to Hidden Paws Ranch any medical problems or allergies that my dog may have. I further agree to disclose any special dietary needs or medications my dog(s) may require if necessary during boarding at Hidden Paws Ranch.

I understand that if my pet(s) have medical condition(s) and/or is/are senior(s) that boarding can cause stress that can exaggerate or expose new problems, or even lead to death.

Hidden Paws Ranch will make every effort to contact you in any emergency situation with your dog before we transfer to a licensed veterinarian. This authorization gives associates of Hidden Paws Ranch to act on my behalf in the event my dog needs medical attention.

I, the owner, authorize a licensed veterinarian and their assistants, to administer treatment and perform procedures as are considered therapeutically and diagnostically necessary for the care of my dog, including administration of anesthesia. In the event that emergency treatment is required, I authorize the veterinary staff and their assistants to perform medical and surgical treatments necessary to preserve the life of my dog until I can be contacted for further approval.

I accept full responsibility for any and all financial responsibility for the treatment that my dog receives from the licensed veterinarian and their staff. I hereby release Hidden Paws Ranch from any and all claims from any emergency situation.

These agreements, waivers, and authorizations will remain valid and in force as long as my dog is boarding/daycare with Hidden Paws Ranch.

By signing this document, I acknowledge that if my dog is or I am hurt or property is damaged during my dog's stay at Hidden Paws Ranch, I may be found, by a court of law, to have waived my right to maintain a lawsuit against Hidden Paws Ranch on the basis of any claim from which I have released them herein. I have had sufficient opportunity to read and fully understand this entire document and I agree to be legally bound by its terms.

Owner Signature: _____

Date: _____

(This document is valid until December 31st of each year)