

# Welcome to Ranger's Pet Outpost and Retreat®

We want to share some basic information and instructions to help you get the most from our services.

## ENROLLMENT PROCESS

The enrollment process is simple. Once the process is fully completed you will be able to make reservations for services – based on availability.

- Complete and review a Service Agreement.
- Complete and sign a – Pet Card – for each of your pets.
- Provide current required vaccinations for each of your pets.

Enrollment is only required once, contingent on using our services at least once in the current calendar year. If you lapse in services usage - you will be required to repeat the enrollment process during the next open enrollment period.

Keep information regarding you and your pets current including contact information, changes in pet status and vaccination records.

## MAKING RESERVATION

Advanced reservations are required for all services. Reservation can be made in person or by calling (407) 622-4884. Reservations for services are made on a first-come, first-serve basis.

## EMERGENCY CONTACT

AN EMERGENCY CONTACT MUST BE SOMEONE OTHER THAN YOURSELF. In the event of an emergency, in which you cannot be contacted, you grant your Emergency Contact full authority to make decisions concerning the care and medical treatment of your pets. In the case of an emergency requiring a facility evacuation, you or your Emergency Contact must be available to promptly pick up your pets.

## CARETAKER INFORMATION

You give permission for your pets to be released to your approved Caretaker. Emergency Contacts / Caretakers must provide photo identification before any pet is released into their care.

## VETERINARIAN

You provide current attending veterinarian contact information for each of your pets. You grant us permission to contact your veterinarian to obtain updates and information regarding your pets.

## LEASH POLICY

You are required to control your pet at all times, on a leash or in a carrier, when entering and exiting any Sun Pet Care, Inc Property. You are solely responsible for your pet's behavior and any damages or injuries resulting from your pet's actions.

## GROOMING

Our professional groomers goal is to safely groom your pet to the style you request. We reserve the right to alter or stop grooming any pet in the event our staff determines it is in your pet's best interest or your pet displays stressed / aggressive behavior.

- Shaving your pet will dramatically change your pet's appearance. Shaving a pet will result in exposure of skin and will often reveal pre-existing skin conditions.
- Scheduled grooming pets must arrive before 10:00 am and be retrieved by 6:30 pm on appointment date. An additional partial daycare fee of \$15.00 will be charged for any grooming pets remaining in our care past 6:30 pm.

## OVERNIGHT LODGING

Overnight Lodging is when a pet remains in the facility overnight. Overnight Lodging guests enjoy their day in appropriate supervised play. Lodging fees are charged by the night. Lodging fees are posted at rangerspetoutpost.com and at our front desk. Pricing is subject to change.

- We recommend bringing the following items for your pet/s when boarding:
  - FOOD - Adequate supply of your pet's food for the duration of the stay accompanied with feeding instructions. If food is not provided you may purchase food or meals will be provided to your pet at a rate of \$1.00 per meal.
  - MEDICATION - Adequate supply of medication for the duration of the stay accompanied with instructions. Provide any treat or enticement your pet may require for administration of oral medication (i.e. pill pockets, cheese). If an enticement is required but not provided you may purchase a bag of pill pockets or pill pockets will be provided to your pet at a daily rate of \$1.00.
  - BEDDING / BOWLS - We provide bedding and bowls - so you don't have to pack these items.
    - Sun Pet Care, Inc. is not responsible for damage or loss of any belongings.
- All Holiday Lodging Reservations require an advance deposit. Lodging Reservation Deposits become non-refundable / non-transferable within 14 days prior to the holiday for which the reservation is made.
- Wait List - If you elect to be placed on a Lodging Wait list – this does not guarantee an accommodation will become available.
- We reserve the right to change your pet's lodging accommodation to protect the health and well-being of your pet/s, other pets or our staff. Rate charges may apply.
- Ranger's Pet Outpost and Retreat® is not an animal hospital / clinic.

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rangerspetoutpost.com (407) 622-4884

#### **DOGGIE DAYCARE**

Doggie Daycare is a supervised exercise activity in which pet/s are allowed to exercise and interact with our staff and other pets. You knowingly give full consent allowing your pet/s to participate in Doggie Daycare.

- All pets involved in group Doggie Daycare must be spayed or neutered, of good nature (display no aggressive tendencies), in good health and free of any injuries, bandaging, sutures, stitches, etc.
- Participation in Doggie Daycare will expose your pet/s to exercise and interaction with other pets which could result in injury or illness to your pet/s.
- You fully acknowledge and understand the inherent risks involved in allowing your pet/s to participate in Doggie Daycare and give your full consent allowing your pet to participate in Doggie Daycare.
- Advanced Doggie Daycare may be purchased in the form of Packages. Advanced Doggie Daycare Packages expire two years from date of Package purchase. Doggie Daycare Packages are non-transferable and non-refundable.
- **Doggie Daycare Waitlist** - Doggie Daycare is in high demand and most days are fully booked with regular reoccurring appointments. All requests for reoccurring or occasional reservations are placed on a waitlist. Requests are filled from the waitlist as space becomes available.
- Failure to fulfill any scheduled Doggie Daycare reservation will result in a single Doggie Daycare charge. Appointment cancellation must be made by 7:00 am of the appointment date to avoid Doggie Daycare charge.

#### **MEDICAL CARE PROTOCOL AND AUTHORIZATION**

- In the event your pet requires emergency veterinary care our staff will initiate actions for obtaining appropriate veterinary treatment until you or your designated Emergency Contact can be reached.
- You grant authority to Sun Pet Care, Inc. and its Agents to obtain essential emergency veterinary treatment for your pet/s and grant permission to transport your pet/s for the purposes of receiving veterinary treatment.
- You grant Sun Pet Care, Inc. permission to authorize charges (payment) for the treatment of your pet/s. You are responsible for all costs incurred by Sun Pet Care, Inc. for veterinary treatment and care of your pet/s. You agree to promptly reimburse Sun Pet Care, Inc for all payments made by Sun Pet Care, Inc. for the care of your pet/s.

#### **VACCINATION REQUIREMENTS**

Sun Pet Care, Inc. requires all pets entering the facility, for any service, must be current on a set of core vaccinations.

##### CANINE

Rabies  
Distemper, Parvo  
Canine Influenza  
Bordetella (Kennel Cough)

##### FELINE

Rabies  
FVRCP -Rhinotracheitis, Calicivirus, Panleukopenia (Feline Distemper)  
Feline Leukemia Virus

Pets that have received regular Bordetella and Canine Influenza vaccination are still at risk of contracting these infections. For further information regarding illnesses and vaccinations we recommend you consult with your veterinarian.

#### **PARASITE PROTOCOL**

All pets entering the facility must be free of external parasites such as fleas and ticks, as well as internal parasites such as Heartworm, Hookworm, and Roundworm. All pets entering the facility must be on regular preventative for fleas / ticks and heartworm.

#### **BUSINESS HOURS**

**SUNDAY 4:00 pm – 6:00 pm • MONDAY – FRIDAY 7:00 am – 7:00 pm • SATURDAY 8:30 am – 7:00 pm**

Business hours are strictly enforced. Pets may be checked-in /checked-out for services only during business hours. All pets remaining in the facility after closing will be boarded until the opening of the next Business Day (standard boarding rates apply). Business hours are subject to change without notice and may vary during holidays.

#### **CELL PHONE FREE ZONE**

For safety reasons our property is a cell phone free space. We request you refrain from using cell phones while on Ranger's Pet Outpost and Retreat® Property including parking and lobby areas.

#### **PARKING AREA SAFETY**

To maintain a safe parking area we ask that you remain alert and drive with caution at all times.

#### **TRANSACTION POLICIES AND PAYMENT METHODS**

Payment is due before or upon completion of any service. Sun Pet Care, Inc. reserves the right to adjust fees for services without notice. Prices are subject to change. Sun Pet Care, Inc. accepts Cash, VISA, MASTER CARD, DISCOVER, AMERICAN EXPRESS and Personal/Business Checks (with proper identification) as tender for services rendered.

#### **SERVICE CANCELLATION POLICY**

Cancellation notification for most service must be given at least twenty-four (24) hours prior to scheduled service to avoid charges (specified services may require varied cancellation requirements).

- **Holiday Lodging Reservations require an advance deposit to hold reservations.** Holiday deposits are refundable up to 14 days prior to the holiday for which they are made. Lodging Reservation Deposits become non-refundable / non-transferable, for any reason including – an act of God, within 14 days prior to the holiday for which the reservation is made.
- **Doggie Daycare appointment cancellation must be made by 7:00 am of the appointment date.** Failure to fulfill any reservation will result in a single Doggie Daycare Day charge.

#### **RIGHT TO REFUSE SERVICE**

To protect the health and well-being of your pet/s, other pets, our staff and clients - Sun Pet Care, Inc. reserves the right to immediately cancel, refuse or suspend any and all services without notice or stated reason.

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