

BOARDING POLICIES

Vaccinations	<p>Dobbin Dog Ranch requires a vaccination record or an invoice from a licensed veterinarian documenting current vaccinations. Vaccinations should be administered at least 10 days prior to arrival. We require our guests to be current on the following vaccinations.</p> <ul style="list-style-type: none"> • Rabies Vaccine • Distemper/Parvovirus Vaccine: distemper, hepatitis, parvo, and parainfluenza per your veterinarian's protocol, which may be listed as DA2PP, DHLP or DHLPP on your dog's medical record when administered as a combination • Bordetella Vaccine: prevents against most strains of canine cough; we do everything possible to reduce the risk of your dog getting canine cough; however, the vaccine does not prevent against all strains; updated every six months • Canine Influenza Vaccine: H3N8 and H3N2; the first time your dog receives this vaccination an initial shot followed by a booster two to four weeks later is required
Health	<p>All dogs must be in good general health to stay with us. Any dog known to have been exposed to a contagious virus must wait at least 30 days and have clearance from his or her veterinarian before visiting Dobbin Dog Ranch.</p>
Flea and Tick Prevention	<p>We require our guests be treated with an oral or topical flea and tick preventative. We cannot accept flea and tick collars as the only form of prevention. If fleas or ticks are found on a dog, he or she will be bathed and treated immediately, at the parent's expense. Our minimum charge for this treatment is \$30, in addition to the bathing charge.</p>
Internal Parasites	<p>If internal parasites are discovered, the parent will be called to discuss a plan of action regarding veterinary treatment. The dog's exposure to other dogs may be limited based on veterinary recommendation. A negative test for internal parasites will be required prior to the next visit.</p>
Interaction	<p>For at least 10 days prior to arrival, we request that guests refrain from visiting veterinarians' offices, grooming salons, day camps, dog shows, or other places where they may possibly be exposed to a contagious virus. We may ask that check-in for boarding be delayed until this request is met.</p>
Behavior	<p>Dogs may not be accepted for boarding if they show signs of, or have a history of, severe aggression or separation anxiety. A daily handling fee of \$30 may be charged for dogs that are difficult to manage. We reserve the right to decline service to any dog or individual.</p>
Minimum Age	<p>Puppies must have completed the full series of vaccinations, which is generally around four months of age, at least 10 days prior to their visit.</p>
Personal Items	<p>We ask for your cooperation in limiting the number of belongings you bring for your dog. Please ensure bedding or toys you bring can be safely sanitized daily using our commercial-grade equipment and clearly label all belongings with your dog's name.</p>

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Bedding/Toys	<p>Our guest rooms are well-appointed with comfortable platform beds and cozy blankets. Puppies participating in puppy training or in our board and train program will have crates in their room if crate training is indicated. Crate rental for others may be available for \$5 per day.</p> <p>If you prefer to bring your dog's own bedding, we accept one small blanket or towel per dog. Large items and stuffed bedding cannot be accepted. Each dog may also bring two toys from home to enjoy in his or her room during the day. Please be aware items may be lost or damaged due to our daily cleaning procedures. We cannot be responsible for items left with us.</p>
Meals/Treats	<p>We offer our guests premium Pro Plan dog kibble during their stay at no additional charge. We feed a yummy chicken and rice flavor in puppy, adult, and small breed formulas. This food is generally easy on the digestive system, and we typically do not see issues in feeding it to our guests. We believe it is a high-quality food and feed it to our own furry family members. Adult dogs are served two meals a day, breakfast in the morning and dinner in the late afternoon. Puppies are served three meals a day. Adult dogs who wish to be served a third daily meal will incur a meal fee of \$3 per day.</p> <p>You are welcome to provide your dog's food from home. For shorter stays, please bring a supply of food for your pup's visit, or a little extra, in a small container or bag, or in individual bags per meal. We do not have storage space for large quantities of personal food; however, we will be happy to store food for extended stays.</p> <p>If you would like us to serve your dog more than one food type or ingredient per meal, for example, kibble mixed with wet food, or if food requires heating prior to serving, a \$3 food preparation fee will be incurred, per meal.</p> <p>Please let us know if your dog is on a special diet or could be allergic to the house treats that we offer guests. You are welcome to provide treats from home for your dog.</p>
Medication and Supplements	<p>We will be happy to maintain your dog's health regimen during his or her visit by administering oral or topical medications, vitamins, or supplements, including heartworm and flea and tick medication. Please bring medication in the original prescription container labeled with your dog's name and dosage. Items are typically administered in conjunction with the time that we feed breakfast and dinner. A daily fee of \$3 will apply for each dog that requires medication and/or supplements. Dogs that require many multiple medications and/or supplements or require them to be administered at times other than breakfast and dinner, may incur an additional fee.</p>
Check-In	<p>Standard check-in begins at 12 noon. Guests may check-in prior to 12 noon by paying a \$30 early check-in fee, per dog. We request that first-time visitors arrive no later than 2 pm, and all other guests arrive at least one hour prior to the time our lobby closes.</p>
Check-Out	<p>Standard check-out is by 12 noon. Guests may check-out after 12 noon by paying a late check-out fee equal to the overnight room rate, per dog.</p>
Extended Check-Out	<p>We provide a complimentary extended check-out until 3 pm for dogs that visit our luxury spa for full bathing or grooming services on the day of check-out.</p>

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Dog Pick-Up	If you need to have a friend or relative pick up your dog, please notify us in advance. We will not release a dog to anyone other than his or her parent without advance notification from the parent.
Room Assignments	We make every effort to ensure that our guests enjoy their vacation away from home. We reserve the right to re-assign dogs to different rooms if they exhibit destructive or disruptive behaviors.
Room Sharing	Dogs that live in the same household together may share a room.
Access to Guest Rooms	We have found that it is best for our guests if parents do not accompany their dog when he or she enters or leaves the boarding area.
Routine Care and Vaccinations	Certain dogs may react differently to new environments and separation from their parents. In non-emergency situations (e.g., diarrhea, loss of appetite), we will contact you to discuss the best course of action for your dog. Our fee for obtaining vaccinations for your dog is \$60, plus the veterinarian fee, along with a 3% service charge.
Medical Care	If your dog should require medical attention while in our care, our customary procedure is to contact you or your emergency contact to discuss the best course of action for your dog. Should the nature of your dog's illness require a visit to the veterinarian, we typically utilize a veterinarian of our choice. Our fee for transporting your dog to and from the veterinarian during lobby hours is \$70 plus wait time, if any. Our fee for transporting your dog outside of lobby hours will be based on specific circumstances. Our fee for wait time at the veterinarian is \$1 per minute. Costs of care that we pay on your dog's behalf will be billed to you, along with a 3% service charge.
Lobby Hours	Our lobby is open Monday through Friday 7 am to 6 pm, and Sunday 11 am to 6 pm. Our lobby is closed on Saturday.
Holidays	Our lobby is closed on the following holidays: Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day, and New Year's Day. In addition, our lobby may be closed or close early on Thanksgiving Eve, Christmas Eve and New Year's Eve. Other special lobby hours may apply during holidays. Please contact us for details.
Deposits and Cancellation Policy	We require a credit card to be placed on file and a \$100 deposit for boarding reservations, for each room reserved. The deposit is applied to your final bill upon check-out; however, the deposit will be forfeited for no-shows, late cancellations, or late reservation changes that reduce the number of nights reserved. For holiday and certain peak season reservations, a deposit refund of 80% of the deposit, or full account credit, will be provided for cancellations or reservation changes made <u>seven</u> days or more from the arrival date. For other reservations, a deposit refund of 80% of the deposit, or full account credit, will be provided for cancellations or reservation changes made <u>three</u> days or more from the arrival date. We require a three-night minimum stay for holidays and certain peak season dates. For deposit requirements applicable to board and train reservations, please see our Training Policies.

BOARDING POLICIES

Leisure and Exercise Activities

Ala Carte Services

Nature Walk	an exhilarating walk or run in the fresh air on our gorgeous nature trail, pups love these <i>(30 minutes)</i>	\$25
Pond Time	an exciting swim, splash or retrieve session in Bo's Pond or Sam's Lake, a water dog's idea of heaven <i>(30 minutes)</i>	\$25
Group Play	while boarding, gives your pup the opportunity to make friends with other ranch guests, exercise, and play <i>(two hours)</i>	\$25
Fetch Time	bumper, ball, or toy play, for retrievers and energetic pups, customized for your dog <i>(15 minutes)</i>	\$10
Cuddle Time	belly rubs, cuddling, massage or other personal attention, customized for your dog <i>(15 minutes)</i>	\$10
Tuck-In Service	an indulgence for your dog before bedtime, fetch or cuddle time followed by a yummy, wholesome treat <i>(15 minutes)</i>	\$12
Room Service	delicious and wholesome house treats or treats from home delivered bedside	\$ 3+

Daily Activity Packages

Ultimate	three sessions of your choice of nature walk, pond time, or group play (three activities total)	\$68
Active	two sessions of your choice of nature walk, pond time, or group play (two activities total)	\$45
Indulge	one nature walk, one fetch or cuddle time session and one tuck-in	\$42
Fetch	two fetch time sessions and one tuck-in	\$28
Cuddle	two cuddle time sessions and one tuck-in	\$28
Puppy Care	three fetch or cuddle time sessions, lunch, and crate training if desired; required for puppies eight months of age or less; group play may be substituted for fetch/cuddle time if appropriate for your puppy	\$34

Other Special Services

Potty Time Pal	special loving attention for heat sensitive or senior pups, your dog is accompanied by a member of our staff during each potty break	\$25+
Photo Session	great for birthdays or other special occasions, a fun photo shoot for your dog with five original photos emailed or texted to you during your dog's visit	\$75
Ranch Wellness	if your dog seems overweight or does not get enough exercise, ask about our ranch wellness program; <i>customized pricing</i>	

Daily activity packages bundle selected ala carte services and offer them at reduced rates. The activities included in packages are performed for an individual dog in one day to receive the package pricing for the services.

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Overnight Boarding Rates		
	Room Rates	
	Ranch	Luxury
One Dog	\$ 60.00	\$ 80.00
Two Dogs Sharing a Room	\$105.00	\$140.00
Three Dogs Sharing a Room	\$150.00	\$200.00
Four Dogs Sharing a Room	\$195.00	\$260.00
<p><i>Room sharing is available for dogs from the same family that live together in the same house. Please advise us if dogs rooming together do not share well when feeding meals or treats.</i></p>		
Holidays and Peak Seasons		
<p>May 26 – September 6, 2022 (Summer), November 17 – 29, 2022 (Thanksgiving), December 15, 2022 – January 3, 2023 (Christmas and New Year), March 9 – 21, 2023 (Spring)</p>		
Day Boarding		
<p>The standard rate for ranch room day boarding is \$35 per dog. The rate for luxury room day boarding is equal to the luxury room rate. Check-in and check-out for day boarding is available during lobby hours.</p>		
Limousine Service For Overnight Guests		
<p>The fees for our luxury limousine service are set forth below. Rates are applicable for transport 65 miles or less (one-way).</p>		
One Dog	\$1.60 per mile, one-way (\$70 minimum)	
Each Additional Family Dog*	\$0.80 per mile, one-way (\$35 minimum)	
Minimum Fee	\$70 first dog, \$35 each additional family dog	
<p><i>*This discounted rate is applicable for each additional dog from the same family, with transportation to or from a single location.</i></p>		
<p><i>Our limousine service fee is based on the distance (one-way) from our ranch to your location. For example, if service is booked for check-in and check-out, two, one-way limousine fees will be incurred for each dog.</i></p>		
<p><i>Limousine service is available Monday through Friday, and Sunday. Our lobby is closed on Saturday and our limousine service is typically not available on Saturday.</i></p>		
<p><i>We generally request someone be at home for pick-up and drop-off. Should our driver arrive during the scheduled timeframe and wait over 10 minutes to be received, we reserve the right to charge a wait time fee to the card on file.</i></p>		
Rates/Services	All rates and services are subject to availability and change.	
Damages	Out of the ordinary damage incurred during a guest's stay is the responsibility of the parent. Damages are limited to the cost of materials and \$50 in labor costs.	
Abandoned Dog	We will comply with Chapter 70 of the Texas State Property Code.	
<p><i>Please note that Dobbin Dog Ranch reserves the right to refuse services based on any dog's temperament or health.</i></p>		