

SPA POLICIES

Our professional spa and grooming services, performed in our sparkling clean luxury spa, are designed to enrich your dog's overall health and wellbeing.	
Vaccinations	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. • Rabies Vaccine • Distemper/Parvovirus Vaccine: distemper, hepatitis, parvo, and parainfluenza per your veterinarian's protocol, which may be listed as DA2PP, DHLPP 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: the first time your dog receives this vaccination an initial shot followed by a booster two to four weeks later is required
Health	All dogs must be in good general health to visit the spa. 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.
Flea and Tick Prevention	We require our guests be treated with an oral or topical flea and tick preventative. If fleas or ticks are found on a dog, he or she will be treated immediately, at the parent's expense. Our minimum charge for this treatment is \$30, in addition to the bathing charge.
Interaction	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 spa appointments be delayed until this request is met.
Internal Parasites	If internal parasites are discovered, the parent will be called to discuss a plan of action regarding veterinary treatment. A negative test for internal parasites will be required prior to the next visit to Dobbin Dog Ranch.
Hours	We request that you drop your dog off between 7 am and 10 am unless special arrangements are made. We ask that dogs visiting our spa be picked up before 5 pm. Dogs visiting our spa who need to stay with us past 5 pm (but are picked up prior to the time our lobby closes at 6 pm.) will be charged a \$20 special care fee. <i>This fee does not apply to dogs enjoying a customized spa day, participating in doggie daycare, or visiting for overnight boarding on the day of their spa appointment.</i> Dogs visiting our spa who are not picked up before our lobby closes will be boarded overnight and applicable boarding rates will apply.
Prices	Specific prices for bathing, grooming and certain other spa services are determined through consultation and vary depending on breed, size, coat condition, and cooperation in grooming.

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Treats	Our groomers love to give our guests treats while they are visiting our spa. Please let us know if your dog is on a special diet or could be allergic to our house treats.
Services	If your dog becomes too stressed or becomes dangerous to groom, we have the right to refuse spa and grooming services, stop services, or cancel services at any time before, during, or after such services begin.
Aggression	Failure to disclose that your dog is a known biter or is dangerous may cause serious harm to our staff or to other dogs. Dogs who are known biters or are aggressive must be handled differently than those who are not. You will be responsible for all payments of all medical expenses, emergency medical treatments, hospital costs, and recovery costs including physical therapy, incurred by any person employed or contracted by Dobbin Dog Ranch, or by any officer or owner of Dobbin Dog Ranch, for any bites, harm, or damage, caused by your dog(s) should medical treatment be necessary.
Muzzling	Some dogs may require muzzling during all or part of the grooming process. Muzzling is only done when necessary to ensure the safety of both the dog and the groomer and it will not harm your dog. Muzzling may calm a stressed dog, allowing the grooming process to continue. If a muzzled dog continues to act in a way that is dangerous, we have the right to stop spa and grooming services at any time.
Dog Pick-Up	If you need to have a friend or relative pick up your dog, please notify our staff in advance. We will not release a dog to anyone other than his or her parent without advance notification from the parent.
Non-Emergency Care	Certain dogs may react differently to new environments and separation from their parents. In the event your dog needs non-emergency care while visiting us, we will contact you to discuss the best course of action for your dog.
Emergency Care	If your dog should require emergency 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 reserve the right to utilize a veterinarian of our choice. Our fee for transporting your dog to and from the veterinarian during lobby hours is \$100 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.
Cancellations	There is no deposit requirement or cancellation fee for spa reservations. Please call us at least 24 hours in advance to let us know that your dog cannot attend his or her scheduled appointment.
Rates/Services	All rates and services are subject to availability and change.
Abandoned Dog	In the case of an abandoned dog, Dobbin Dog Ranch will comply with Chapter 70 of the Texas State Property Code.
<i>Please note that Dobbin Dog Ranch reserves the right to refuse services based on any dog's temperament or health.</i>	