

DAYCARE CENTER & BOARDING RULES

“Services” include but are not limited to Boarding, Daycare, Grooming, Training and all added amenities. Rio Gran, a Minnesota C Corporation agrees to provide the specific “services” to Guest for each visit as Owner/Guardian indicates on Rio Gran Canine/Feline Services. Rio Gran will exercise reasonable judgment in all circumstances while providing “Services”.

Resort Policies

- Reservations will not be guaranteed without all application forms (Client Agreement, Enrollment Application and House Rules). The profile is designed so we can get to know each Pet on a personal level.
- Lobby hours are 7:00am to 6:00pm Monday thru Saturday and Sunday 4:00pm to 6:00pm. Lobby is closed on all major holidays. Lobby closes early on the day prior to New Years, Thanksgiving and Christmas.
- Check-in and Check-outs are available from 7:00am to 5:45pm Monday thru Saturday and Sunday 4:00pm to 5:45pm. There is always a full charge for the first day of stay, regardless of check-in time. At check-out identification may be requested. Identification is mandatory if a surrogate is picking up the Pet and must be listed on file.
- All expenses incurred during stay must be paid at time of pick up.
- Rio Gran reserves the right to refuse to accept a Guest if it appears to us that the Guest is sick, shows the presence of fleas or its behavior could jeopardize the health and safety of other Guests and our staff.
- All daycare guests must be picked up by the end of business hours. Daycare is available Mon thru Saturday only. Dogs left after closing time must board for the night and extra boarding charges will be the responsibility of owner/guardian.
- Cancellation of a reservation of ANY SERVICE is requested at least 24-hours in advance of Pet’s scheduled arrival date. Rio Gran reserves the right to charge cancellation fees for late or no show.
- All Boarding reservations require as much advanced notice as possible to accommodate your pet(s) stay. For safety reasons all guests must be on leash (NO Retractable leashes) or in a carrier while entering and departing our lobby. Dog interaction is not recommended between dogs on leash while in our lobby. We will properly introduce all dogs in our assigned off-leash areas.

Vaccinations

- Guests must have received our required standard vaccinations current within one year prior to admittance for Services
 - **Rabies**
 - **Distemper**
 - **Bordetella**

Initial vaccinations administer, must wait 10 days prior to coming to Rio Gran. All sequential intranasal vaccination must be administered 4 days prior to arrival. All sequential Injectable vaccination must be administered 24 hours prior to arrival.

IF OWNER/GUARDIAN AND VETERINARIAN HAVE CHOSEN NOT TO ADMINISTER ANY OF OUR REQUIRED VACCINATIONS, A SIGNED STATEMENT FROM VETERINARIAN AND TITER TESTING IS REQUIRED.

Rio Gran takes serious steps to ensure the health and well-being of every Guest in our care through proper cleaning, disinfection, and fresh air flow through our facility. Vaccine type and immunization protocol can influence success or failure of vaccinations. Indeed, many factors may impair an animal's ability to develop immunity after vaccination. Owner/Guardian agrees and is aware that vaccines do not protect against all communicable illnesses that may affect a Guest.

Health Care

- Owner/Guardian certifies guest is in good health and does not have or has not been exposed to any contagious or communicable illnesses within a thirty (30) day period prior to check-in.
- While Guests are staying with us, he/she may come into contact with other Guests depending on the Services requested. Please note that there are many different airborne strains of viruses that cause Tracheobronchitis, also known as "Canine Cough". While vaccinating every year helps support immunity to some of the strains, it does not support immunity to all airborne strains, nor can it completely eliminate risk of developing Tracheobronchitis. This is not due to any circumstance or condition at Rio Gran and you agree that Rio Gran is not liable for any illness suffered by Guest during or after its stay, including, but not limited to Tracheobronchitis.
- Rio Gran will not be held responsible for any allergic reactions to Guest. Owner/Guardian certifies any and all allergies of Guest are recorded on the Feed and Medical Form that will be completed upon check-in.
- Pets having symptoms of diarrhea, vomiting, coughing and/or sneezing will not be accepted into Rio Gran. These symptoms may be easily spread to other guests. If your pet has any of these please contact your veterinarian for treatment and keep your pet at home until he/she is feeling better.
- Guests in Daycare found to have puppy warts, "Canine Cough", worms, fleas, parasites, frequent or liquid diarrhea, vomiting or another potentially contagious condition, illness or injury will be isolated from the other Guests. Owners will be contacted to determine the best course of action, if cannot be reached the dog may be taken for treatment by veterinarian at the owner's expense if deemed necessary by our staff.
- If symptoms of diarrhea occur while in-house, we will give a Guest a canned bland wet dog food easy for stomach digestion. In addition, Imodium will be provided to the Guest to help control the symptoms, both will be a nominal cost to the owner/guardian.
- All medications must be provided by the Owner/Guardian, in the original prescription container, properly labeled with written instructions containing Guest's name, type of medication, dosage and schedule with no hand written changes. Guests may be administered over the counter supplements and vitamins while staying at our hotel resort.

Day Care

- Daycare is a service designed for social dogs to play and have fun. Due to safety precautions, daycare is not for every dog. This service is not designed to teach aggressive dogs to be social. In order to be accepted into daycare owner/Guardian must:

- Complete all required forms (Client Agreement, Enrollment Application, and House Rules).
- To ensure that each Rio Gran Guest is healthy and will be happy in our social environment, as well as to ensure the well-being of all our clients, we require that each pet go through our Temperament Test process and become PlayGroup Certified. Dogs aging from 16 weeks to 11 years are allowed at Rio Gran as long as the dog/puppy becomes PlayGroup Certified and/is at least 10 pounds. This process enables us to acquaint ourselves with your dog and understand which services would be most beneficial.
- If you decide to enroll your dog in a PlayGroup Program, Rio Gran strongly requests a one day per week commitment. This provides a safe structure to the PlayGroups. Re-introducing dogs to the "regular packs" proves to be very challenging and stressful for some dogs, just like sending a child off to a new school for the first time. Dogs need structure in their lives. Dogs not attending daycare PlayGroups for an extended period of time may need to be reevaluated and then re-introduced to a PlayGroup.
- All Guests over 7 months must be spayed or neutered to participate in our Daycare program (except for puppies under 6 months).
- Rio Gran reserves the right to refuse any dog PlayGroup Certification and will not accept aggressive dogs.
- Bandages, cones, stitches, booties/socks, bandanas, bows, flea/tick collars, and similar items are not allowed
- For the health and safety of all guests a monthly topical flea and tick preventative such as Frontline is required Note: A flea/collar isn't sufficient.
- Potty breaks are always provided throughout the day for each Guest.
- Guests who are not behaving or acting cranky will be taken to a separate area for a time out.
- Guests who are acting aggressively or are endangering the safety of themselves or other dogs will be put away in a separate area and the parents will be contacted to pick them up.
- Rio Gran reserves the right to use non-harming bark control collars on guests that are barking excessively.

Boarding Accommodation's

- Boarding suites and popular amenities fill up quickly and to ensure Guests receive the most during their stay, reservations should be scheduled in advance. In order to confirm a Boarding registration, Owner/Guardian must:
 - Complete all required forms (Enrollment Application, and read & sign House Rules)
 - Owner/Guardian certifies that the Guest has received at least two series of Distemper vaccinations, has had the Bordetella Vaccination, and has Rabies Vaccine if 6 months or older.
- Owner/Guardian must provide appropriate food for the entire length of the Guest(s) stay and labeled, or Rio Gran will provide food for a nominal daily cost to the owner/guardian.
- Owner/Guardians are discouraged to bring personal bedding. In addition, soft toys are banned in our facility due to the hazard they pose to all guests. Do not send items that are valuable, irreplaceable or have great sentimental value. Rio Gran is not responsible for loss or damage to any personal items

left with pets. We ask that you limit the amount of belongings you send with your pet. We provide many perks (treats, toys, bedding etc.) so that the transition from home to the Boarding Facility can be as enjoyable and comfortable as possible.

Geriatrics/Special Needs Care

- Special care is designed for older Guests; medically dependent Guests; or Guests recovering from surgery/illness. The environment is designed for the care of these Guests.
- Rio Gran is equipped to handle care in most stages of illness. Owner/Guardian certifies that all conditions, seizures and illnesses are acknowledged at check-in.
- The Pets in this area will be exercised in accordance with their condition and needs.

Feline Accommodation's

- All cats must be vaccinated accordingly and vaccinations must be current within one year:
 - Rabies
 - FVRCP
 - Feline Leukemia: Test only
- Pets must not have been exposed to any contagious diseases within a 30-day period prior to check-in.
- Guests must be at least 12-weeks or older with one set of vaccinations and deworming to stay in Rio Gran. This precaution is taken due to the increased susceptibility of kittens to disease.

Owner: _____ Telephone: _____

Address: _____ Dog's Name: _____

Breed: _____ Age: _____ Sex: _____

Neutered/Spayed: _____ Color: _____

Permission to Treat Authorization

In the case of emergency, I recognize the risks of injury that accompany said transport and acknowledge that this RELEASE is being relied upon by Rio Gran to permit transport of my pet to and from Rio Gran or any other necessary location. Furthermore, I accept any and all conditions, rules and regulations promulgated by Rio Gran associated with the activities, use of the facilities and transport, and hereby agree to comply with them.

In an emergency, Rio Gran will attempt to contact Guest's personal veterinarian as well as the emergency contact provided to Rio Gran by the Owner/Guardian. However, such an emergency may not provide the time to do so prior to the administration of care.

I, _____ grant Rio Gran and/or its selected agents full power of decision concerning the care and well-being of our pet(s). Should any medical emergency arise, it is agreed that Rio Gran or its selected agents can and will make any needed decision concerning medical treatment and choice of care.

I choose not to limit veterinarian care for my Pet.

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I choose to limit veterinarian care for my Pet to a total amount of \$ _____.

If you refuse medical treatment for Your Pet, then Rio Gran at its sole discretion, may engage the Services of a veterinarian and/or administer medication to make the Pet as comfortable as possible until picked up by Owner/Guardian or emergency contact.

If a Guest is in its final stage of life, Rio Gran requires notification from the treating veterinarian and a signed release from the Owner/Guardian. In the event of a Guest's death, the Owner/Guardian or designated emergency contact will be notified immediately.

In the event Owner/Guardian is unable to be reached to express and inform consent regarding the veterinary treatment or withholding, withdrawal, or continuation of life-prolonging procedures for Guest, the following persons are designated as Surrogate. Owner/Guardian certifies this is a personal request and all parties have been notified of designation.

With my signature below, I accept exclusive and sole responsibility (financial and otherwise) for these and all other risks and release Rio Gran of all liability, no matter the cause.

This written Client Agreement constitutes the entire agreement between the parties and there are no oral agreements or understandings except as provided for herein.

All terms and conditions of this Agreement shall be binding on the heirs, administrators, personal representatives and assignees of the Owner/Guardian and Rio Gran.

Any controversy or claim arising out of or relating to this Agreement, or the breach thereof, or as the result of any claim or controversy involving the alleged negligence by any party to this Agreement, shall be settled in accordance with the rules of the American Arbitration Association, and judgment upon the award rendered by an arbitrator may be entered in any Court having jurisdiction thereof. The arbitrator shall, as part of the award, determine an award to the prevailing party of the costs of such arbitration and reasonable attorney's fees of the prevailing party. The arbitrator(s) shall apply Minnesota law to the merits of any dispute or claim without reference to conflicts of law rules. The parties hereby consent to the personal jurisdiction of the state and federal courts located in this Agreement or relating to any arbitration in which the parties are participants. The parties have read and understand this clause, which discusses arbitration. The parties understand that by signing this Agreement that they will submit any claims arising out of, relating to, or in connection with this Agreement or the interpretation, validity, construction, performance, breach, or termination thereof, to binding arbitration and that this arbitration clause constitutes a waiver of the party's right to a jury trial and relates to the resolution of all disputes relating to all aspects of the relationship between the parties.

Owner/Guardian certifies the accuracy of all information provided to Rio Gran in writing about the Guest by signing this agreement. Rio Gran reserves the right to deny admittance to any Guest for any reason at any time.

Owner/Guardian Print: _____

Signature: _____ Date: _____

Rio Gran Employee Print: _____

Signature: _____ Date: _____

Rio Gran reserves the right to refuse services based on any pets' evaluation assessment or health.

**Terms and Requirements are subject to change at any time without notification.