

# THE LUCKY DOG POLICIES AND LIABILITY RELEASE FORM

## Policies

### Booking/Cancellation Policy:

Prime bookings are any reservations that occur within one week before or after Thanksgiving, Christmas, or New Year's Eve/Day. Prime bookings require a 50% deposit and cancellations must be made at least 7 days prior to the reserved drop-off date in order for your deposit to be eligible for a refund\*.

Standard bookings (non-Holiday/Prime) require a 25% deposit and cancellations must be made at least 3 days before the reserved drop-off date in order for your deposit to be eligible for a refund\*.

#### **2020 Holidays/Prime Days & Nights**

\$25 additional per each day (designated below):

*New Year's Day 2020 (Wednesday January 1)*

Martin Luther King Jr. Day (Monday January 20)

Presidents' Day (Monday February 17)

Memorial Day Weekend (Saturday May 23, Sunday May 24 and Monday May 25)

Independence Day Weekend (Friday July 3, Saturday July 4 and Sunday July 5)

Labor Day Weekend (Saturday September 5, Sunday September 6 and Monday September 7)

Columbus Day (Monday October 12)

Veteran's Day (Wednesday November 11)

Thanksgiving Weekend (Thursday November 26, Friday November 27 and Saturday November 28)

Christmas Weekend (Thursday December 24, Friday December 25, and Saturday December 26)

New Year's 2020-2021 Weekend (Thursday December 31 2020 and Friday January 1 2021)

\*Deposits are non-transferrable and cannot be used as credit towards other bookings or packages. Refunds will be issued in the method which the deposit was made.

### Dog Behavior and Incidents

Lucky Dog Resort Staff are Trained by Professionals on Dog Behavior, Breed Traits, Stages of Life (including developmental) Safe Group Play, and Fight Prevention and Mitigation. We are committed to providing the safest possible environment for your Dog and all of our Guests. Dogs are animals and even in the most controlled and well-supervised environments, they may engage in inappropriate animal behavior. This includes, but is not limited to, rough playing, nipping, aggression, and dog bites. Lucky Dog Resort staff closely monitor dog socialization and play to prevent injury, however, it is

possible that your dog may receive nicks, scratches or bites from other dogs while engaging in social activities. We are trained and prepared to handle these situations and make our number one priority preventing them from happening in the first place. If and when an incident occurs, we will notify you immediately, apply first aid if necessary and determine next steps. Dogs are thinking, feeling creatures and have their own motivations. Socializing with other Dogs always carries an element of risk. Please consider this prior to deciding if Daycare or Social Boarding is right for your Dog.

## **IMPORTANT HEALTH & SAFETY INFORMATION**

Dogs with contagious diseases or parasites are not allowed at Lucky Dog Resort. We are happy to provide care for injured dogs or those with special medical or health needs, but for the safety and health of other dogs at Lucky Dog Resort, we cannot accommodate dogs with contagious disease or parasites.

Common diseases or parasites include, but are not limited to: Bordetella (kennel/canine cough), Conjunctivitis, and Intestinal Parasites/Worms. Symptoms of disease include: coughing, vomiting, diarrhea, discharge from the eyes, nose, mouth, and/or visible parasites in the stool. It is not uncommon for Dogs to be asymptomatic and still harbor parasites or infections.

Lucky Dog Resort requires all Dogs entering the facility to be current and have documented proof of an Intestinal Parasite screening, aka a fecal test, (with negative results), dated no earlier than 4 months before your Dog's stay with us. The results of the Intestinal Parasite Screening must be uploaded to your Dog's profile page on the Lucky Dog Resort website.

An Intestinal Parasite Screening test is recommended by the AVMA (American Veterinary Medical Association) and AAHA (American Animal Hospital Association) at least annually in all healthy dogs to screen for intestinal parasites including but not limited to Giardia, Hook Worm, Whip Worm, and Round Worm.

**In order to maintain a healthy, parasite-free environment, Lucky Dog requires all dogs to have an Intestinal Parasite Screening no less than every four months (and the test must be within four months of your Dog's visit with us).**

**Dogs who have had a parasitic infection within one month of their visit to Lucky Dog Resort will not be allowed to attend Daycare nor Overnight Boarding. There is a mandatory one month waiting period during which time your Dog must be treated with appropriate anthelmintic treatment specific to your Dog's particular parasitic infection. An Intestinal Parasite Screening must be re-done one month post appropriate treatment, and demonstrate definitively negative, non-infectious results. These results must be uploaded to your Dog's online profile page prior to submitting a request for Daycare or**

**Boarding, and validated by Lucky Dog Resort Staff, in order for your Dog to attend Daycare or Boarding post-infection.**

Dogs with other infectious diseases must be treated by their Veterinarian and provide to Lucky Dog Resort a written and signed notice (by their Veterinarian) the Dog is now healthy and no longer infectious, in order to attend Daycare or Boarding at Lucky Dog Resort.

If a dog shows signs of disease or parasites while in our care, we will isolate him/her from the other dogs and the Owner will be asked to collect him/her and bring him to the vet for a check-up, including a Fecal Screening via centrifugation method.

If a dog arrives at Lucky Dog Resort showing signs of disease or parasites, or if a dog is being treated for disease or parasites, the dog is not allowed to attend Daycare nor Boarding at Lucky Dog Resort. This is for the comfort, health, and safety of your dog and the other dogs Lucky Dog Resort.

## **Your Dog's Time with Lucky Dog Resort; What to Do, Bring, Know:**

### **Overnight Boarding**

#### **Personal Items:**

Besides food, which you will bring, Lucky Dog Resort has everything your Dog could possibly need during their stay with us. This includes bowls, beds, blankets, etc. We kindly ask you not to pack these types of items. Lucky Dog is not responsible for any personal property brought with your dog. If you believe your Dog would really benefit from having their own bed or blanket brought with them, you are welcome to bring CLEAN beds or blankets, if they are easily washable in our washing machine. Dogs will be dogs so please do not bring anything oversized or expensive as there is a chance it could get ruined.

#### **Food:**

We would GREATLY APPRECIATE IT IF you would portion-out each of your Dog's meals in separate Ziploc-type bags so we are absolutely certain they are receiving the right amount at each meal. Please be sure to pack enough food for the entire duration of your dog's stay. It's better to bring too much than to bring too little. Please DO NOT BRING LARGE BAGS nor CONTAINERS of FOOD. We simply do not have room for them. If your dog runs out of food during their visit, Lucky Dog will retrieve food for the remainder of their stay for a \$10 Retrieval Charge plus the cost of food. Should your dog's brand of food be unavailable, it will be substituted with a high-quality, limited ingredient alternative.

#### **Meet and Greet:**

If your location and schedule permit, Lucky Dog recommends scheduling a Meet and Greet Appointment prior to your Dog's stay. The Meet and Greet is a one hour, drop-off appointment, designed to introduce your Dog to the Resort, our Staff and if applicable, some fellow guests. We have found the Meet and Greet to be a wonderful way to get your Dog relaxed and ready for their stay. Upon pickup, we invite you to Tour the Resort and ask us any questions you may have.

### **Drop-off and Pickups:**

Drops offs and Pickups for Daycare and Boarding guests occur by appointment only. This allows sufficient time to conduct proper introductions between Guests, as well as ample time for your Dog to acclimate to the Resort, ensuring the safety of every dog in our care.

**3 PM is the last opportunity for Boarding Drop-offs. We do not allow boarding arrivals after 3 PM so please plan your travels accordingly.**

In addition, we are closed for all drop-offs and pickups during the following times, to allow for sufficient play and rest time after each window of Dog Introductions is complete:

### **Daycare CLOSED for Drop-offs and Pickups:**

Monday through Friday 9 AM-11 AM, 1 PM- 3 PM

Saturday 10 AM- 3 PM

Sunday No Daycare

### **Boarding CLOSED for Drop-offs and Pickups:**

Monday through Friday 9 AM-11 AM, 1 PM- 3 PM

Saturday 10 AM- 3 PM

Sunday 11 AM-3 PM

**There are no exceptions to this policy so please plan accordingly.**

### **Checkout time for Boarding:**

is 12 PM. If you wish to pickup your Dog after 12 PM, please indicate on your Reservation. A \$33 "Late Checkout" fee will be added to your Invoice.

### **Flea & Tick Policy:**

Flea and tick prevention are a requirement for all dogs visiting Lucky Dog Resort Inc. Please note, all collars are removed upon your Dog's entry into the Resort. This is to promote safe play/interaction and includes continuous administration Flea and Tick Collars, such as Bayer's Seresto. For your Dog's health and safety, Lucky Dog Resort is professionally treated for Ticks and Mosquitos during the applicable seasons.

**Accessories:**

Collars/Harnesses, Jewelry, Clothing, Accessories will be removed upon your Dog's arrival, to ensure safe play/interaction. We will happily put on your Dog's sweater or jacket in cool/cold weather.

**Daycare**

The Lucky Dog Resort Daycare Program is designed to help socialize your Dog appropriately with other Dogs, and includes fun interaction with Staff and fellow Guests, Manners Work (appropriate play, jumping, barking, gate-rushing and basic commands) and Free Play, always supervised by Trained Staff. Our Staff is also Trained and Certified in Pet CPR and First Aid.

**Personal Items:****Accessories:**

Collars/Harnesses, Jewelry, Clothing, Accessories will be removed upon your Dog's arrival, to ensure safe play/interaction. We will happily put on your Dog's sweater or jacket in cool/cold weather. Lucky Dog is not responsible for any personal property brought with your dog.

**Meet and Greet:**

Lucky Dog Resort requires a Meet and Greet Appointment for your Dog prior to their first day of Daycare. The Meet and Greet is a one hour, drop-off appointment, designed to introduce your Dog to the Resort, our Staff and some fellow guests. Lucky Dog Resort strives to be a safe and happy experience for all our Guests, and the Meet and Greet is the way we can all determine if Lucky Dog Resort is the right fit for you and your Dog. Upon pickup, we invite you to Tour the Resort and ask us any questions you may have. Meet and Greets occur Monday through Saturday from 11 AM to 12 PM, by appointment only.

To schedule your Dog's Meet and Greet:

- please ensure you have Registered him/her on our website <https://luckydogresortri.com> "Book Now"
- uploaded the required Medical Documents to the Vaccinations link on his/her page
- read and signed the Lucky Dog Resort Liability/Care Agreement
- call 401-835-0680 or message us through your Dog's online page to schedule his/her Meet and Greet

**Drop-off and Pickups:**

Drops offs and Pickups for Daycare and Boarding guests occur by appointment only. This allows Lucky Dog Resort sufficient time to conduct proper introductions between Guests, as well as ample time for your Dog to acclimate to the Resort and the fellow Guests, each time they visit us, helping promote the safety of every dog in our care.

To Allow for sufficient play and rest time, we are closed for all drop-offs and pickups during the following times:

**Daycare CLOSED for Drop-offs and Pickups:**

Monday through Friday 9 AM-11 AM, 1 PM- 3 PM

Saturday 10 AM- 3 PM

Sunday No Daycare

**There are no exceptions to this policy so please plan accordingly.**

**Flea & Tick Policy:**

Flea and tick prevention are a requirement for all dogs visiting Lucky Dog Resort Inc. Please note, all collars are removed upon your Dog's entry into the Resort. This is to promote safe play/interaction and includes continuous administration Flea and Tick Collars, such as Bayer's Seresto. For your Dog's health and safety, Lucky Dog Resort is professionally treated for Ticks and Mosquitos during the applicable seasons.

## **Liability Release Form**

1. I certify that my dog is in good health and has received all required vaccinations, including: canine distemper, parvo virus, hepatitis, parainfluenza, Bordetella, and rabies; that my dog is free from fleas, ticks, heartworms, and all other parasites including but not limited to Giardia, Hook Worm, Whip Worm and Round Worm; and that if my dog is older than six months of age, he or she has been neutered or spayed, if staying or playing in the Lucky Dog Resort Social Model of Care (Daycare Social Club, Lucky Dog Resort House). I agree that I am under a continuing obligation to report to Lucky Dog Resort any sign of illness or infection in my dog.

2. I agree that in the unlikely event that my dog requires emergency veterinary treatment while at dog day care or boarding, Lucky Dog Resort, in its sole discretion, will transport my dog to an appropriate veterinary facility for treatment and will immediately attempt to contact me. I assume all financial responsibility for veterinary treatment.

3. Lucky Dog Resort strives to keep a clean and sanitary environment. I understand that even in cleanest environments, infections, diseases, and parasites may be transmitted between animals.

4. I understand and agree that my dog may be placed in a Suite or crate for periods of time during the day and/or night to allow for rest and downtime.

5. I certify that my dog has not injured or shown aggression or threatening behavior to any person, dog, or other animal.

6. I understand that dogs are animals and even in the most controlled and well-supervised environments, they may engage in inappropriate animal behavior. This includes, but is not limited to, rough playing, nipping, aggression, and dog bites. I further understand that although Lucky Dog Resort staff closely monitors dog socialization and play to prevent injury, it is possible that my dog may receive minor nicks and scratches from other dogs. I agree that Lucky Dog Resort may use "corrections" to interrupt and/or stop my dog's inappropriate behavior. Such corrections include, but are not limited to, the use of spray bottles of water, compressed air canisters cans of coins and bottles of gravel (for sound effects to disengage a dog from a behavior).

.

7. I agree that in the event that my dog engages in an act of aggression toward another dog or person, Lucky Dog Resort staff may use reasonable physical force to interrupt and stop the aggression. I further agree that I am solely responsible, financially or otherwise, for any harm or damage to other dogs, persons, and/or property arising out of my dog's behavior.

.

8. I understand that personal items are not permitted in boarding nor daycare. Should a personal item be admitted into the Resort, Lucky Dog is not responsible for it nor its condition upon pickup.

.

9. I understand that there is a deposit due upon reservation and failure to notify Lucky Dog within the appropriate time, as described in the policy above, before my reserved drop off date will result in the forfeiture of my deposit.

.

10. I understand that payment in full is required at the time of pickup of my dog. If my dog is not picked up on time, I authorize Lucky Dog Resort to take whatever action it deems necessary, in its sole discretion, for the continuing care of my dog. I will pay Lucky Dog Resort Inc. the cost of any such continuing care.

.

11. I understand that Dog Day Care Packages are refundable up to 10 days after purchase and that any unused prepaid Dog Day Care packages will expire 90 days after date of purchase.

.

12. I agree to allow Lucky Dog Resort to photograph and/or videotape my dog for use in print, publication, and promotion of Lucky Dog Resort. (please check below)

.

13. I agree to allow Lucky Dog Resort to transport my dog for excursions such as walks, the beach, hikes, etc. (on foot or by vehicle). (please check below)

**Participation:** Your dog's presence and/or participation in any class or service, paid or unpaid, offered by Lucky Dog Resort (hereby known as "Resort") on or off Resort property automatically constitutes your binding agreement and consent to the Resort's Policies and Liabilities Release Forms and Agreements.

Lucky Dog Resort, Inc. reserves the right to deny services at its sole discretion.

.

**Acknowledgement of Risk:** I understand that attendance and participation in Lucky Dog Resort dog day care/social club and boarding is not without risk to myself, to my dog(s), and/or to third parties, and/or the dog(s) of third parties. The risks include, but are not limited to, the risk of property damage, personal injury from dog bites, scratches, or other injuries, death, infectious disease, and parasites. I agree that my dog's attendance and participation in Lucky Dog Resort dog day care/social club and boarding is voluntary and was undertaken with my knowledge of the known risks and other risks that may result from my dog's participation in dog day care and boarding.

.

**Assumption of Risk:** I agree that I have been informed of the risks associated with dog day care and boarding, and have assumed the risk of my dog's attendance and participation in Lucky Dog Resort's dog day care/social club and boarding.

.

**Release of Liability:** In consideration for my dog's attendance and participation in Lucky Dog Resort dog day care/social club and boarding, I fully release Lucky Dog Resort from any and all claims and/or liability arising out of my dog's attendance at, or participation in, dog day care/social club and boarding, including all claims for personal injury, wrongful death, and property damage. I agree to defend,



indemnify, and hold harmless Lucky Dog Resort from any and all claims and costs, including attorney's fees, arising out of or relating to my dog's attendance at, or participation in, Lucky Dog Resort dog day care/social club and boarding, including claims of negligence against Lucky Dog Resort, its employees, officers, agents and/or volunteers.

**Owner's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_