



# Red Bluff Pet Resort

## Group Play Policies

Thank you for choosing Red Bluff Pet Resort for group play! Our associates work together as a team to provide a clean, safe and fun atmosphere for your pets to enjoy. In exchange, we ask for your cooperation with our policies so that together we may provide a safe, healthy and fun environment for your pet. Please read the following carefully and request further explanation if needed.

### Approval Process

To be considered a candidate for group play, all pets must be:

- Spayed or neutered if over 7 months
- Not aggressive, dominant, fearful or have any other excessive behavioral issues
- Free of fleas, ticks and other parasites
- Able to respond to basic commands from staff
- Able to pass a temperament test performed at Red Bluff Pet Resort
- Current on required vaccinations (administered by a licensed veterinarian; must be two weeks after second set of vaccines)
  - Rabies (Required) – must be current based on state law
  - DHPP (Required) – current per your veterinarian's protocol
  - Bordetella (Required) – every 6 months or as directed by your veterinarian
  - Canine Influenza (Required) – current per your veterinarian's protocol
  - Leptospirosis is highly recommended

### Temperament Test

All first time pets are required to pass a temperament test performed by Red Bluff Pet Resort staff. The initial fee for temperament testing is \$35 and covers the rest of the day of play if they pass. If your pet fails the temperament test, the \$35 fee for the test is non-refundable. Dogs must be here by their scheduled time on the day of temperament testing. Pets who have not participated in group play at Red Bluff Pet Resort for more than six months will be required to pass repeat temperament test for \$18.

### Behavioral Changes

All pets involved in group play are watched closely because their behavior can change at any time. If they become aggressive, dominant, fearful or show any other signs of behavioral issues their group play privileges may be suspended with or without notice.

### Hours of Operation

We offer group play Monday through Saturday (**see Late Fees and No Show/Cancelation Policy**).

#### **Morning Session (Mon-Fri)**

- 8:00 a.m. – 12:00 p.m.

#### **Afternoon Session (Mon-Fri)**

- 1:30 p.m. – 5:30 p.m.

#### **Saturday Session**

- Coming soon!

#### **Rest Period for Pets Staying All Day**

- Pets staying all day will have a rest period from 12:00 p.m. to 1:30 p.m. where they will be brought inside for rest and relaxation. If you desire that your pet each lunch we will feed them at this time. We offer Purina EN at no charge or you can bring food from home as long as it's in an individual bag and labeled with the pet's first and last name (**see Feeding**).

#### **Group Play by the Hour**

- Owners who wish to drop their pets off for group play by the hour can do so for \$10 per hour. Pets must first pass a temperament test. Group Play by the hour is subject to space availability.

#### **Group Play for Overnight Boarders**

- Pets boarding overnight at Red Bluff Pet Resort can schedule Play & Stay group play sessions by the hour, full day, or a weekly pass. Boarding pets are subject to the same approval process outlined above and must undergo temperament testing prior to being admitted into group play.

### Reservations

For first time Group Play participants, reservations are **required** so that we may schedule a temperament test, check vaccination records, and complete all required paperwork in advance. Repeat attenders may walk-in or call-in for same day play but will only be accommodated if space is available and the approval process is met. Reservations are always preferred to ensure space is available.

## Feeding

Owners can bring food from home at no charge or we can feed your pet kennel food for \$1 per day. We will feed your pet lunch during their rest period if you desire, but we do not recommend that your pet eat anything substantial during the day due to the high level of physical activity during Group Play. Pet owners should understand that the risk of "bloat," or Gastric Dilation and Volvulus (GDV), increases when dogs participate in vigorous activity within one hour after eating. This is especially true of large or deep-chested breeds. We recommend feeding your pet at least one to two hours before dropping them off for Group Play. Red Bluff Pet Resort is not responsible for health or medical problems associated with feedings, whether on the premises or at home.

## Parasite Prevention

Since fleas, ticks, and intestinal parasites are easily transmitted from pet to pet, we strongly recommend that pet owners treat their pets with flea/tick and intestinal parasite prevention on a routine basis. Any pet found to have fleas/ticks or parasites at the time of drop off will not be accepted into Group Play.

## General Health & Physical Limitations

All pets must be in good general health to play at Red Bluff Pet Resort. Red Bluff Pet Resort is not licensed to provide veterinary care although Red Bluff Animal Hospital is available in case of emergencies. Pets exhibiting signs of illness, contagious viruses, oral papillomas, or any other health concern will not be accepted. Pets who are blind or deaf may not be accepted into group play for safety reasons. Other physical limitations will be assessed on a case by case basis.

## Dirty Dogs

We have artificial turf in our play areas to help keep pets clean during playtime. Some pets may still get dirty (especially on rainy days) while participating in Group Play. Our staff will do their best to clean up a heavily soiled pet before they are picked up, but owners should understand that their primary responsibility is to supervise pets and time is not available to provide a thorough bath before sending pets home. Pet owners may contact the front desk to schedule bathing or grooming services **in advance** and for an extra fee. Owners should understand that getting a bath or groom will shorten their dog's playing time.

## Inclement Weather

During periods of inclement weather we may modify Group Play activities to better serve our guests. This may include bringing guests into an indoor play area or a private accommodation until the weather is suitable for outdoor play.

## Safety

- For your dog's protection, **all dogs must be on a leash** when arriving to or leaving from Group Play. If you do not have a leash, one can be provided for you temporarily.
- When dropping off pets for Group Play, all dogs should come in through the main entrance. A staff member will meet you in the lobby to accept your pet. Curbside drop off and pick up is available for those with a Play Pass.

## Access to Play Area

To encourage a safe and low stress environment for guests and staff, Red Bluff Pet Resort does not allow owners to stay with their pets during Group Play sessions or be present during a temperament test. We also ask that you refrain from approaching the outside fenced in areas or talking to your dog from the parking lot.

## Late Fees

Pets doing a half day of group play who are not picked up at the end of their session may incur additional charges for group play or individual day care. Any pet not picked up by the close of business (6:00 p.m. Monday through Friday; 4:00 p.m. Saturday) will be checked into boarding and charged the regular nightly boarding fee. **Please call us if you are running late.**

## Refunds

All Group Play services are non-refundable except in the following circumstances. Clients who purchase a Play Pass in advance and decide not to use it all or who are asked to withdraw their pet from Group Play for behavior reasons may receive a partial refund for unused days or receive a credit on their account. Temperament tests are non-refundable even if your pet does not pass the test.

## Other Notes

- Owners can arrange to have friends or relatives pick up their dog, but owners must inform our staff in advance before we will allow any other person to take home a pet which is not theirs.
- In order to keep a clean and well-maintained facility, Red Bluff Pet Resort reserves the right to temporarily limit or suspend Group Play activities from time to time for repairs, maintenance, or cleaning. We will do our best to provide advance notice for such activities.