



PlayCare and Boarding General Information and Policies

- 🐾 Owners agree to pay the rate for pet care provided in effect on the date pet arrives for Boarding or Doggie Playcare.
- 🐾 Owners understand and agree that they are solely responsible for any harm or damages caused by their pet(s) while at Rover's Romphouse, and agree to pay for said harm or damages in full. Owners
- 🐾 understand and agree that in admitting their pet(s), Rover's Romphouse has relied on their representation that their Pet(s) are in good health and has not been ill with any communicable condition in the last 30 days. Owners further certify that if their pet is a dog, their dog has not harmed or shown aggression or threatening behavior towards any person or harmed or attempted to harm other dog.
Prior to Rover's Romphouse allowing any pet to stay on the premises, Owners must provide Rover's
- 🐾 Romphouse with a formal vaccination record from a licensed veterinarian indicating that the vaccinations meet Rover's Romphouse requirements as follows: DOGS - Rabies (annual or 3 year based on specific documentation by veterinarian), DHPP, BV (bordetella, every 6 months or annual based on specific documentation by veterinarian), CIV (canine influenza virus (recommended only)). CATS – Rabies (annual or 3 year based on specific documentation by veterinarian), RCP (respiratory-distemper), Feline Leukemia (recommended only). We encourage owners to provide these records several days prior to arrival for verification.
- 🐾 Owners understand and agree that if their pet(s) become ill or injured, Rover's Romphouse, in its sole discretion, may engage the services of a veterinarian and the expenses thereof shall be paid by the owner.
- 🐾 Owners understand and agree that if their pet(s) are not picked up by the end of the business day for playcare or the end of the agreed boarding stay, Rover's Romphouse is authorized to take whatever action is deemed necessary for the continuing care of their pet(s), and Owner agrees to pay for any costs associated with continued care.
- 🐾 **ADMISSION:** All pets must be in good general health. We reserve the right to deny admittance to any pets lacking proof of vaccinations, and/or pets displaying signs of untreated or potentially contagious conditions, and/or aggressive behavior. Pets needing significant or special care may not be accepted at Rover's Romphouse discretion. Puppies are only allowed if they are at least four (4) months of age and are fully vaccinated. **Pets in season/heat will not be accepted for Playcare.**
- 🐾 Pets from different households will not be boarded in the same suite without written consent of both pet owners.
- 🐾 Rover's Romphouse follows a rigorous program of flea and tick elimination. Upon boarding or playcare arrival, any pets arriving with fleas and/or ticks may be treated at the owner's expense or denied admittance at Rover's Romphouse's discretion.

- 🐾 Rover's Romphouse reserves the right to charge handling fees for excessively difficult or aggressive pets requiring additional staff and/or additional time in order that we may deliver proper care for your pet. **MEDICATIONS:** All medication supplied by Owners must be clearly labeled with the pet's name, name of medication, dosage, and reason for medication. All medications must be in original prescription container, clearly marked with legible labels. We will only accept the exact dosages required for administration during your pet's stay. Rover Romphouse may refuse to accept pet's with conditions that require medication that Rover's Romphouse personnel are not qualified or are uncomfortable in administering (i.e., shots). Rover's Romphouse may charge an additional fee for administering medication, depending on the time it takes to administer.
- 🐾 **FOOD:** Please appropriately label any food you bring for your pet with the pet's name and feeding instructions. Please inform our staff of any dietary restrictions.
- 🐾 **EMERGENCIES:** In case of emergency we will contact you or your emergency contact. We will contact your Veterinarian or the local 24 hour veterinary emergency hospital if necessary at Rover's Romphouse's discretion.
- 🐾 **CHECK-IN/CHECK-OUT:** You are welcome to check-in/out anytime during our lobby hours. After hours, Saturday afternoon pick-up or Sunday pick-up by appointment only at Rover's Romphouse's discretion. **LOBBY HOURS:** Monday through Friday: 6:30 am – 7:00 pm, Saturday 8am – Noon
- 🐾 **PLAYCARE DROP OFF/PICK UP HOURS:** Monday through Friday 6:30 am – 7:00 pm, Saturday 8am - Noon
- 🐾 **HOLIDAYS:** Rover's Romphouse will be closed to the public on the following holidays: Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, and New Year's Day. We will close early on the following days: Thanksgiving Eve, Christmas Eve and New Year's Eve.
Absolutely no check-ins or check-outs will be permitted on holidays. The facility will be fully staffed, but the lobby will not be available as we will be focused on caring for your pets. Feel free to check in with our Webcams to see your pet enjoying the holidays.
- 🐾 **RATES AND SERVICES:** All rates and services are subject to availability and change.
- 🐾 **PAYMENT:** Owners agree to pay all boarding fees at the time of check in if they haven't paid in advance through the reservation system. Playcare fees are paid at drop off or in advance through reservations or pre-paid package. Owners are required to maintain a valid credit card on file or have a pre-paid punch card. Owners understand that all Rover's Romphouse pre-paid punch cards and packages are non-refundable.
- 🐾 **DEPOSIT AND CANCELATION POLICY:** Holiday/Peak season playcare and boarding reservations require full payment. Holiday/peak season dates are listed on www.Roversromphouse.com. Cancellations made three weeks in advance of the first day of stay will not incur a charge. If Holiday and Peak season cancellation is made with less than three weeks' notice, Owners will forfeit the full prepaid amount.
Photo & Video Release: Owners agree to allow Rover's Romphouse to photograph and video pet(s) while under contracted services. Owners waive all rights to compensation for any images. Rover's Romphouse retains all proprietary and licensing rights to any image of pet(s) taken while in the care of Rover's Romphouse and such images may be used in any manner chosen by Rover's Romphouse.