



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 – must be current based on state law
 - DHPP – current per your veterinarian's protocol
 - Bordetella – every 6 months or as directed by your veterinarian
 - Leptospirosis and Canine Influenza are 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 \$25 and covers a full day of play if they pass. For those purchasing a Play Pass, the temperament test is included in the price. If your pet fails the temperament test, the \$25 fee for the test is non-refundable. Dogs must be here by 7:30 a.m. on the day of temperament testing for the morning session or by 1:00 p.m. for the afternoon session. Pets who have not participated in group play at Red Bluff Pet Resort for more than three months will be reintroduced to the pack and watched closely for behavioral changes. After six months, pets will be required to pass repeat temperament test at the owner's expense.

Probation

All pets involved in group play are considered on probation since their behavior can change at any time. If they become aggressive, dominant, fearful or show any other signs of behavioral issues their daycare privileges can be suspended with or without notice.

Hours of Operation

We offer two group play sessions per day on Monday through Friday (**see Late Fees and No Show/Cancelation Policy**).

Morning Session

- 8:00 a.m. – 12:00 p.m. (Pick-up by 12:15 p.m. to avoid additional charge)

Afternoon Session

- 1:30 p.m. – 5:30 p.m. (Pick-up by 5:45 p.m. to avoid additional charge)

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, but pets must be dropped off and picked up between the hours of 8:00 a.m. and 12:00 p.m. for the morning session, or 1:30 p.m. and 5:30 p.m. for the afternoon session. 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 half day or full day group play sessions but are subject to the same approval process outlined above. Group Play for boarding pets is subject to space and staff availability.

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 attendees 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.

Pets may be included in group play in one of three ways:

- **Standing Reservation:** Pets with standing reservations have reservations for a specific day(s) of the week. These pets attend group play on the same days of the week each consecutive week. Clients who wish to have a standing reservation **must**

purchase a Play Pass, which gives them priority reservations. These passes also offer a discount for frequent group play attendees.

- **Call-In Reservation:** Clients without a Play Pass may call in for a reservation at their convenience. We will accommodate your pet as long as space is available and the approval process is met.
- **Group Play while Boarding:** Pets approved for group play may make a reservation to participate in group play while boarding overnight at Red Bluff Pet Resort, as long as space is available. Full day, half day, or hourly sessions are available for boarding pets. We also offer private individual play for our guests if Group Play is not an option.

Feeding

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, 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.

Flea & Tick Prevention

Since fleas and ticks are easily transmitted from pet to pet, we strongly recommend that pet owners treat their pets with flea and tick prevention on a routine basis. Any pet found to have fleas or ticks 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, or any other health concern will not be accepted. Pets who are blind or deaf will not be accepted into group play for safety reasons. Other physical limitations will be assessed on a case by case basis.

Dirty Dogs

Some pets will 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 a Wash & Go bath **in advance** and for an extra fee. Baths will be given 30 minutes to 1 hour before the pet is scheduled to be picked up. Your pet will be towel dried and it is possible that pets will still be damp when you arrive. Owners should also understand that getting a Wash & Go bath 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.

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.

Late Fees

Pets not picked up within 15 minutes after the end of their session will be charged an additional hour of Group Play. This will continue for every hour they are not picked up. Any pet not picked up by the close of business (6:00 p.m., Monday through Friday) will be checked into boarding and charged the regular nightly boarding fee. **Please call us if you are running late.**

No Show/Cancelation Policy

In order to coordinate our group play activities, we have a **24 hour cancelation policy**. Any owner who does show up for their scheduled Group Play session or who does not cancel their reservation at least 24 hours in advance will be charged a day of Group Play according to their reservation. Those with a Play Pass will lose that day of play.

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 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, with or without advance notice.