



# Barking Oaks Pet Resort

## Facility Hours

Monday-Friday 6:00am – 6:00pm Saturday 8:00am – 2:00pm Sunday 4:00pm – 6:00pm

## Pick Up Hours

- All grooming/day camp pets must be picked up by closing of office hours.
- All boarded pets must be picked up by 12:00pm Monday through Saturday.
- Pets not picked up by 12:00pm will be assessed a \$15.00 late fee. *Late fee* will be waived if pet is being groomed day of pickup. Pets not picked up by close will be boarded in our suites at the present nightly rate in addition to the \$15.00 late fee.
- Sunday pickup is available upon request between 4:00pm and 6:00pm only. A \$15.00 fee will apply.
- Barking Oaks Pet Resort will not be responsible for re-grooming or re-bathing any pet left overnight as a result of member's failure to pick up. Boarding – Training – Grooming – Daycare

## Vaccinations/Medications

- Barking Oaks Pet Resort requires the following vaccinations to be current and on file for all pets:
  - Dogs – Rabies, DHLPPC, and Bordetella
  - Cats – Rabies, FVRCP, and Feline Leukemia
- We recommend all pets be on a flea and heartworm preventative prior to admission.
- Should fleas and/or ticks be found on your pet, Barking Oaks Pet Resort will take the necessary actions for removal and member shall be responsible for the current fees associated.
- We will gladly accommodate pets with medication needs at no additional charge. A medication release form must be signed.

## Holiday Boarding Policies

Barking Oaks Pet Resort observes the following closings and does not allow for pick-up or Drop-off on these days:

- New Year's Day
- Thanksgiving Day and the following Friday
- Fourth of July
- Christmas Day and the following day

During the entire months of March, November, and December, Barking Oaks Pet Resort requires a **25% deposit** on all reservations and a three (3) day cancellation notice for deposit credit.

**No monetary refunds** will be given. Deposit can be put forth toward future boarding.

## Boarding

- Cancellations must be made 72 hours prior to arrival to receive deposit credit.
- No monetary refunds will be given. Deposit can be put forth toward future boarding.
- Food brought from home must be individually packaged and labeled.
- One (1) blanket and two (2) toys are allowed per pet. Rawhides or any toys that the dog made choke on are not allowed.
- Beds will be provided at no additional charge.
- Barking Oaks Pet Resort is not responsible for loss or damage to any personal item left with your pet.
- Multiple pet families may share a suite.
- Barking Oaks Pet Resort is not responsible for injuries sustained to pets boarded together. In the event that pets require separation, you will be responsible for additional suite charges.
- Barking Oaks Pet Resort reserves the right to move stressed, temperamental, or destructive dogs to more manageable accommodations.

### **Grooming/Bathing Guidelines**

- Barking Oaks Pet Resort only uses shampoos and conditioners that have been tested and approved in our facility.
- Should your dog require the use of medicated shampoos not on our approved list, a veterinary note will be required.
- In the event matting is present, Barking Oaks Pet Resort will diligently try to carry out the desired cut on your pet.
- However, it is at the groomer's sole discretion to remove the matting however necessary, which may result in a **shorter or shaved cut**.
- Should excessive matting be found on your pet, Barking Oaks Pet Resort reserves the right to charge additional fees not exceeding \$50.00 associated with removal.

### **Day Camp**

- All pets must be evaluated and pre-approved prior to admittance
- Owners must sign in to day camp at the front desk upon arrival.
- Barking Oaks Pet Resort reserves the right to refuse admittance to any pet displaying aggressive, threatening, or destructive behavior.
- **Pets playing with other animals may receive nicks, scratches, minor injuries, or get dirty during the course of play.** Barking Oaks Pet Resort will not be responsible for damages or bathing before pickup.

### **Oak Tree Dog Park**

- Park is open from dawn to dusk.
- Each time you enter the park, you do so at your own risk.
- All handlers must be **16 years of age** or older.
- No children under age 8 are allowed in the park. Children age 8 to 15 must be accompanied by an adult.
- Handlers must carry a leash with them at all times for each dog under their control.
- Each handler is allowed a maximum of three (3) dogs under their control.
- Handlers are responsible for picking up after their dogs and properly disposing of all waste.
- Dogs must be in view and under the voice control of their handler at all times.
- All dogs must be leashed when entering and leaving the park.
- Flat collars must be worn at all times while in the park. Choke chains, spike collars, pinch collars, prong collars, and electronic collars must be removed prior to entry.
- Dogs under the age of four (4) months and dogs in heat are prohibited from entering the park.
- Dogs showing any signs of aggression must be leashed and immediately removed from the park.
- Evaluation by Barking Oaks Pet Resort is necessary for re-entry regardless of the time elapsed since the incident.
- Dogs must have current vaccinations on file and be free from internal and external parasites to enter the park.
- Glass containers, food in bowls, long lasting chews, and human food are prohibited in the park.
- Training treats are permissible.
- Digging is prohibited and should be stopped immediately. Holes must be filled by the handler.

### **Swim Park**

- In addition to the above rules, the following rules apply to the swim park:
  - **No children under the age of 16 allowed in the swim park.**
  - Handlers may not run in the swim park and must enter pool from a sitting position.
  - Barking Oaks Pet Resort is not responsible for items lost, stolen, or chewed.
  - All food and drinks are prohibited.
- All Dog park rules will apply to swim park.

**General Policies**

- Barking Oaks Pet Resort reserves the right to deny services to any pet lacking proof of vaccinations, pets displaying signs of untreated or potentially contagious symptoms, and/or pets displaying aggressive behavior.
- Barking Oaks Pet Resort reserves the right to charge handling fees for excessively difficult or aggressive dogs requiring additional staff and/or time for proper care.
- Owners are required to pick up and properly dispose of any and all waste caused by their pet.
- Bags may be acquired in the office.
- All dogs/cats must be properly leashed, in a carrier, or carried by the handler when not in designated off-leash areas.
- If during the course of your pet's stay, a member of Barking Oaks Pet Resort finds injuries which, at his/her sole discretion, are deemed to be serious, you will be notified immediately. A determination will then be made as to the next course of action. You may be required to sign an additional waiver if you choose to continue services.
- In the event of an emergency, Barking Oaks Pet Resort will first try to contact you, your emergency contact, or your veterinarian. In the event you or your emergency contact are unable to be reached, Barking Oaks Pet Resort reserves the right to take whatever action it deems necessary for the safety and survival of your pet, including taking the animal to a veterinarian of our choosing.
- If Barking Oaks Pet Resort, at its sole discretion, deems any emergency to be life-threatening, our first priority will be to seek veterinary care. In this event, you may not be notified prior to treatment.
- You assume full financial responsibility for the care and actions of your pet while under the care of Barking Oaks Pet -Resort regardless of notification.
- All accidents that occur on Barking Oaks Pet Resort property must be reported to staff immediately.
- Owners are responsible for any and all damage caused by their pet while on Barking Oaks Pet Resort property. Should your pet harm another pet or person on Barking Oaks Pet Resort property, you shall be held solely liable.

If your pet is not picked up on your check-out date and we are unable to reach you or your emergency contact, we will follow applicable state abandonment procedures.

I have read, understand, and agreed to the rule and guidelines outline above pages 1-3. I realize that when animals are involved, there is an inherent risk. I hereby release and indemnify barking Oaks Pet Resort from any and all liability resulting from injury sustained to me, Pet(s), or any person on Barking Oaks Pet Resort property at my invitation. Barking Oaks Pet Resort reserves the right to modify its operational rules at its sole discretion. In such an event, Barking Oaks Pet resort may notify you in writing or by general posting in public areas. Barking Oaks Pet Resort reserves the right to revoke memberships at its sole discretion with written notice to member.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
B.O.P.R Representative

\_\_\_\_\_  
Date

