



Booking and Cancellation Policies

An agreement is entered into by and between The Ruff Ranch, Inc., and the dog owner upon confirmation of a booking.

The owner of The Ruff Ranch may exercise his discretion to change the terms of these policies and operating procedures as needed, without warning if deemed necessary, to maintain the safety and wellbeing of staff, clients, and canine guests. Management will make every effort to notify clients in advance of these changes.

BOOKING BOARDING

1. **Deposits for boarding are required to secure your reservation.** A deposit equal to 50% of your balance due will be collected at the time you make your boarding reservation.
2. **Boarding requests submitted online are not confirmed until we have a 50% deposit.** Online requests must be reviewed and approved if space permits. If confirmed, we will email you confirmation, take the deposit, and email you a receipt. If we are unable to confirm your booking, you will receive an email indicating you have been placed on the waitlist.
3. **We require a credit card on file for all bookings.** We use Chosen Payments as our secure payment processor within the ProPet system. Once your card information is entered, staff never have access to the full card number; only the last four digits and expiration date.
4. **Your reservation may be cancelled at our discretion if we are unable to collect the deposit.** If we are unable to charge your card on file, and you have not made other arrangements to pay the deposit within 48 hours of your booking request, we may cancel your reservation and offer your spot to another client.
5. **The full balance due for boarding reservations will be collected on the first day of the booking.** If additional charges are incurred during your dog's stay, they will be charged to the card of file at the time of service.
6. **ALL boarding dogs have a NOON check out time.** Dogs picked up after 12:00pm will incur a "late check out fee" of \$40 per dog. All dogs going home must be picked up by 5pm.
7. **Please drop off your dog for boarding no later than 3:00pm.** This gives your dog time to settle in and allows our staff time to get your dog and all their belongings checked in.
8. **Changes to reservations requested LESS than 72 hours before the booking begins, or during your dog's stay, may be charged a \$50 administrative fee.** Changes to reservations will be accommodated if space permits.
9. **ALL changes to a confirmed booking must be requested at least 72 hours before the first day of the reservation** to avoid an administrative charge. This includes any increase or decrease in the number of days of a booking (in keeping with the cancellation policy). Changes to reservations are allowed when space permits. We will make every attempt to accommodate you.
10. **Clients who choose to pick up their dog early will not receive a refund for unused boarding nights.** Once we have accepted your dog, you will be charged for the entire reservation. We appreciate clients notifying us ASAP of the intent to pick-up early so that we may have your dog's belongings ready to go when you arrive.
11. **We are unable to provide overnight boarding for intact female dogs aged 7 months and older.** This policy is a safety measure to prevent an intact female going into heat while on the property. The pheromones released by the female negatively influence the behavior of the male dogs in our care.
12. **Evaluations of dog temperament are required prior to boarding.** Our evaluation policy requires that if you live in SB county, before you use our services you must complete the free 4-hour temperament evaluation required. If outside of SB county, we will require a reference related to experience and behavior that we can follow up on before we can decide if your dog will be accepted.
13. For the safety staff and all dogs in our care, **we require a re-evaluation of dogs that have not visited the ranch for over 1 year prior to confirming a booking.** Dog behavior can change significantly in a year. We need to ensure your dog is still a great fit for the ranch.

CANCELING BOARDING

1. Cancellation requests must be sent to info@theruffranch.com or requested through your ProPet account. You may call 805-686-2690 and speak directly with a staff member to cancel. *Voicemail cancellations after hours are NOT accepted.*
2. The Ruff Ranch must be notified of your intent to cancel 72 hours prior to the first day of your boarding reservation to receive a refund or credit of your deposit. Example: if your reservation starts Friday, you must cancel the reservation by 5pm on the preceding Monday.
3. Clients who fail to cancel their reservation 72-hours before the first day of the reservation or who are deemed “no-show” forfeit their deposit.

BOOKING DAYCARE

1. **Daycare reservations should be made at least 24 hours in advance.** Space is limited. You are welcome to call the office to inquire about last-minute bookings. If you submit an online request the night before or early in the morning on the day that you wish to come, please do not just show up. Wait for the email confirmation or call the office to verify space.
2. **Daycare requests submitted online are NOT CONFIRMED until you receive a confirmation email.** All requests must be reviewed and approved based on available space. If space permits, we will confirm your booking and email you confirmation. If we are unable to confirm your booking, you will receive an email indicating you have been placed on the waitlist.
3. Payment for daycare reservations is taken when you drop off your dog.
4. **All dogs must be picked up by 5pm.** Clients who arrive after 5pm will be charged a late fee.
5. Changes to a confirmed daycare booking must be made at least 24 hours in advance.
6. No shows will be charged for the reservation.
7. Clients booking multiple days and weeks in advance are encouraged to purchase pre-paid passes to avoid numerous small charges to your card on file.
8. Prepaid passes will be returned to your account if you cancel your daycare booking.

CANCELING DAYCARE

1. Cancellation and reschedule requests must be received the day before the booking. These may be sent to info@theruffranch.com or requested through your ProPet account. You may call 805-686-2690 to cancel, but *voicemail cancellations after hours are NOT accepted.*
2. Clients who fail to cancel or reschedule their reservation the day before the daycare reservation or who are deemed “no-show” forfeit payment or pass.

VACCINATIONS

All dogs must have proof of Rabies, Bordetella, and DHPP vaccinations. We also strongly encourage you to vaccinate your dogs against canine influenza and use flea/tick protection.

Vaccination exceptions are granted only for health reasons and require a letter from your veterinarian. If you arrive for a boarding stay without proof of vaccinations on file with us, you will not be able to leave your dog in our care and you forfeit your deposit.

LATE FEES

All dogs are to be picked up by 5p. If Ruff Ranch staff must manage dogs (not booked to stay overnight) after business hours, we will assess a late fee. Dogs who are picked up after 5pm will be charged \$25 every 15 minutes.

Pick up by 5:15p or earlier - \$25 charge

Pick up by 5:30p or earlier - \$50 charge

Pick up by 5:45p or earlier - \$75 charge

Dogs not picked up by 5:45p will be boarded overnight at the ranch at the client's expense in addition to a \$75 late fee.

FOOD CHARGES

1. Dogs sent without enough food will be given the Ruff Ranch house diet (Victor Brand Select Ocean Fish Formula Dry Dog Food – gluten free). Each meal provided is \$7.50.
2. If Ruff Ranch staff must go off site to secure special food for your dog (due to allergies or client preference), you will be charged for the cost of the food plus a \$50 admin fee.
3. If you intend to send food directly to the ranch from Chewy or Amazon, Ruff Ranch staff must be notified in advance so it can be labeled appropriately when it arrives.

MEDICATIONS

1. Dogs sent with medications given at AM/PM mealtimes will not incur a charge.
2. Vitamins or supplements in tablet or powder form put directly into the food bowl will not incur a charge.
3. Medications that must be given after 6pm will incur a charge of \$25 per day.
4. Complicated medication regimens may incur a charge if they require a significant amount of staff time to administer and track. Speak to the management if you have questions.
5. The Ruff Ranch is unable to administer any type of injectable medication.

INTACT DOG FEE

Due to the additional management required, an additional fee of \$10 per boarding night and \$7.50 per daycare (full or half) day will be added to the booking. In the event the dog is spayed or neutered, please notify us so that we may update your profile and resume charging the standard rate.

PACKAGE, RETAIL, AND EQUIPMENT PURCHASES

1. **All pre-paid package purchases are non-refundable** including boarding, daycare, training, or other specialty services.
2. Full payment is required at the time of the order or purchase.
3. A charge of \$50.00 shall be charged for any check that is returned as unpaid by your bank for any reason. Should a check be returned, all instruction shall be discontinued until the training fee and returned check fee are paid in full. Should collection efforts become necessary, The Ruff Ranch may recover all costs of collection including reasonable attorney fees.
4. We regret we are unable to issue refunds in the event of the death or re-homing of a dog. Management may allow clients to transfer those services to another client.

PET INSURANCE & VET BILLS

When choosing to send their dog to The Ruff Ranch, dog owners accept there is reasonable risk of illness or injury that could occur to their dog. Dogs are supervised during their stay, however anytime many dogs are together playing, things can happen. Vet bills for injuries or illness acquired at the ranch remain the responsibility of the client.

The Ruff Ranch strongly encourages clients to purchase pet insurance for their dogs. Pet insurance will help offset the cost of any vet bills. If your dog injures another dog while at the ranch, you are responsible for vet costs of the injured dog. This is according to California Law, Section 3342, "the dog owner is liable for the damages it causes a victim who is bitten by the dog. The dog bite can occur in a public or private place, including the dog owner's property."

OUT OF TOWN GUESTS

If you are visiting from outside Santa Barbara County and would like to board your dog with us, we understand that you may be unable to complete our normal temperament evaluation process. For safety reasons, we will ask that you provide us with references from your local daycare/boarding facility or your dog trainer. This will help us understand if your dog will be a good fit for the ranch.

AGREEMENT

You accept the terms of this agreement when you book and use any services at The Ruff Ranch. This agreement is available for your review on our website, in your ProPet account, and by making a request to our staff.