



BOARDING POLICES

Club K-9 at The Ranch, LLC.
9436 W. Steger Road, Frankfort, IL
815-469-DOGS

CANCELLATION POLICY We require a 50% deposit for all reservations. \$25 if reservation is made in less than 24 hours. The deposit will be forfeited for no-show, late cancellations, or late reservations changes that reduce the number of nights reserved. For holiday and peak season reservations, a deposit refund (less \$10 service fee) or account credit will be provided for cancellations or reservation changes made within seven (7) days of the arrival date. **Please note: No shows or last minute cancellations during Holiday weeks will result in a \$45 no show fee, and pre-payment may be needed prior to ALL future appointments.** For other reservations, a deposit refund (less \$10 service fee) or account credit will be provided for cancellations or reservation changes made within three days of the arrival date. Alternate cancellation policies may be communicated and applicable in certain circumstances.

VACCINATIONS The health and safety of each of our guests is of paramount importance to us. **Club K-9 at The Ranch, LLC., must have a formal vaccination record from a licensed veterinarian** indicating the vaccinations meet the requirements listed below. Emails and faxes are acceptable. If your pet requires an updated vaccination please make arrangements for the vaccination to be administered **no less than 72 hours (3 days) before arrival. We may not be able to board a pet if the required records are not received prior to check-in.** The following vaccinations are required after the initial series of puppy shots:

- RV (Rabies): annual or three-year vaccine
- DHPP (Distemper/Adenovirus Type2 Parvovirus/Parainfluenza): annual or three-year vaccine
- BV (Bordetella): semi-annual or annual vaccine

HEALTH All pets must be in good general health to stay at Club K-9 at The Ranch, LLC. Any pet know to have been exposed to a contagious virus must wait 30 days or until clearance by his or her veterinarian is given before visiting Club K-9 at The Ranch, LLC.

INTERNAL PARASITES If internal parasites are discovered, the pet will be quarantined and the parent will be called to discuss a plan of action regarding obtainment of veterinary treatment. A negative test for internal parasites from the pet's veterinarian will be required prior to the next visit.

BEHAVIOR Pets may not be accepted for boarding if they show signs of, or have a history of, severe aggression or separation anxiety. A daily handling fee may be charged for pets that are difficult to manage. We reserve the right to decline service to any pet or individual, or to do an evaluation on the pet: \$25 evaluation fee prior to visit/stay.

PERSONAL ITEMS At Club K-9 at The Ranch, LLC., we do everything in our power to make sure our guests are as content and comfortable as possible. We ask for your cooperation in limiting the amount of belongings you send with your pet to one or two favorite items, which can be laundered and/or sanitized daily using our in-house, commercial grade equipment. Label the items with your pet's name. Please be aware these articles may be lost or damaged due to our daily sanitation procedures. We cannot be responsible for items left with us.

FOOD AND TREATS Please provide your pet's food from home. Please pack each serving separately in a disposable bag or container with your pet's name written on it. Dogs are fed twice a day or arrangements can be made if your pet is on a specific feeding schedule or has special requirements. In addition, we offer house treats to guests. Please let us know if your pet is on a special diet or could be allergic.

BEDDING/TOYS

We accept pet blankets, towels and toys that can be laundered and/or sanitized daily.

CHECK-IN

Similar to hotels for pet parents, check-in and check-out time is between 1 and 4 p.m. If you need to drop off your pet before 1 p.m., please let us know when reservations are made so that we can make the proper arrangements for your pet. An early drop-off fee of \$25 will apply. All pets should arrive for check-in at least one hour prior to the time our offices close.

CHECK-OUT

Pet parents that pick up their pets by 12 noon will not be charged for that day. If you need to pick up your pet after 12 noon, please let us know when reservations are made so that we can make the proper arrangements for your pet. An afternoon check-out charge of \$25 will apply. Pets must be picked up by 5 p.m.

ROOM ASSIGNMENTS

Club K-9 at The Ranch, LLC., makes every effort to ensure all of our guests enjoy their vacation away from home. We reserve the right to re-assign pets to different rooms or suites if they exhibit destructive or disruptive behaviors.

ACCESS TO GUEST ROOMS

Pets that stay with us typically adapt very well and enjoy a wonderful, fun experience. We have found that it is best for our guests if pet parents do not accompany their pet when he or she enters or leaves the lodging area.

NON-EMERGENCY CARE

Some pets react differently to new environments and separation from their parents. In nonemergency situations (e.g., diarrhea, loss of appetite), we will contact you to discuss the best course of action for your pet.

EMERGENCY CARE

If your pet should require medical attention while in our care, our customary procedure is to contact you or your emergency contact to discuss the best course of action. Should the nature of your pet's illness require an office visit, we reserve the right to utilize a veterinarian of our choice. Our fee for transporting your pet to and from the veterinarian is \$50. Our fee for transporting your pet to and from certain specialists, or after hours is \$80. Our fee for wait time at the veterinarian is \$15 per 15 minutes. Any costs arising from medical care that we pay on your pet's behalf will be billed to you at or prior to check-out.

HOLIDAYS

We are closed to the public on the following holidays: Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day and New Year's Day. We will be fully staffed, but check-in and check-out is not available on these holidays.