

## Rules & Regulations

All statements must be initialed and agreements signed

1. PAYMENT TERMS

- Payment is due at the time of pickup. If you leave the facility without paying, your credit card on file will be charged.
- We accept credit cards (MasterCard, Visa, or American Express), personal checks, and cash.
- A credit card number is required at the time of drop off in case of any additional charges. Riverwalk Pet Resort reserves the right to place any dog left for an extended period of time without payment in an appropriate home and/or take legal action.

2. AFTER-HOURS FEE

- If there are early or late pickups or drop offs, there is a mandatory after-hours fee of \$20 that will be added to your bill. All early or late pickups must be pre-approved by management.
- If your dog is not picked up by the end of the business day from daycare, boarding or grooming, we will board your dog overnight and charge you the overnight fee. Staff members cannot stay after hours unless it is pre-approved by management at time of drop off.
- **Mon- Friday 7am-7pm Sat. 9am-3pm Sun 12-5pm**

3. SOCIAL MEDIA

Riverwalk Pet Resort has a Facebook and Twitter account, and there are times when we will take pictures of your dog/s and post them on either our website, Facebook or Twitter pages.

4. FLEA -BATHS For the safety and well-being of our dogs, if Riverwalk Pet Resort determines that your dog requires a flea bath, we will provide the service immediately and add the charge to your bill.

5. MATTED COATS If your pets coat is matted there will be an additional \$20 de-matting fee added to your bill. Groomer will determine if de-matting is possible for your pet's coat. A complete shave down might be necessary if matts are too close to your pets skin. (Groomer will let you know at drop off)

6. GROOMING PICKUP TIME Riverwalk Pet Resort will contact you as soon as your pets grooming is complete. If your pet is not picked up within 2 hours of receiving notification (phone call/voicemail) an additional daycare service fee will be added to your bill.

7. GROOMING RE-DUE If you are unhappy with your pets grooming make sure to let a staff member or groomer know what you want redone before leaving Riverwalk Pet Resort. Re-dues can only be done if you have not left facility & must be done the same day.

I understand & agree that neither Riverwalk Pet Resort nor any of its employees or staff, will be liable for injury, illness, death or escape of my pet provided that reasonable care & precautions are followed, I hereby release Riverwalk Pet Resort & their staff members of any liability of any kind whatsoever arising from my pet attending Riverwalk Pet Resort.

Owner's signature \_\_\_\_\_ Date \_\_\_\_\_