

Policies

Heartland Ranch USA reserves the right to change your dog's type of boarding/play care and/or to provide or decline additional services if it is necessary to protect the health and well-being of your dog, other dogs, or our staff. (Additional charges may apply.)

Vaccinations

All dogs must be current on the following vaccinations:

- Rabies
- Bordetella,
- Distemper/Parvo
- Flea and Heartworm:

All dogs must be current on flea and heartworm prevention programs.

Medical

- If your dog exhibits any symptoms that suggest illness, such as sneezing, coughing, wheezing, runny eyes or nose, vomiting, lethargy, or diarrhea, please do not bring it to play care or boarding.
- Any medical conditions that need treatment while your dog is in our care will be done at the dog owner's expense.
- Dogs with flea or tick problems will be treated at your expense.
- Unspayed females in heat cannot attend boarding or day camp. We accept unneutered males and unspayed females (not in heat) for boarding services only; Heartland Ranch USA is not responsible for unplanned breeding. If your dog comes into heat while boarding, we will contact you, and you will be expected to pick up your dog immediately. You will be charged an extra \$30.00 per day if you cannot do so.

Rates and Registration

- Please call us at 915-455-1948 for current rates and hours of operation. Heartland Ranch USA reserves the right to adjust its rates and fees for services without notice.
- Reservations are booked and confirmed after payment is made for your dog's stay. Please call for payment options. There is a \$35.00 returned check fee.
- Boarding Check-in and Check-out After-hours are available by appointment only and will result in an additional charge.
- If your dog is enrolled in Day Camp and is not checked-out within the time specified, you will be charged boarding rates in addition to applicable Day Camp rates. If unforeseen circumstances prevent you from picking up your dog within the specified time, please notify Heartland Ranch USA as soon as possible to make suitable care and feeding arrangements.

- Because changing diet can upset a dog's stomach, we require you to bring your dog's own food in a sealed and labeled container. Please bring more than enough for your dog's entire stay. If your dog requires a special diet and the supply you provided is exhausted during your dog's stay, Heartland Ranch USA will make every effort to procure the same or similar brand on your behalf, and you will be charged for the quantity purchased as well as a procurement fee.
- If your dog is on medication and/or vitamin supplements, please bring more than enough of each or your dog's entire stay. If the supply of medications or supplements you provided is exhausted during your dog's stay, Heartland Ranch USA will make every effort to procure essential medications only, and you will be charged for the quantity purchased as well as a procurement fee.
- Heartland Ranch USA is not responsible for loss or damage to any personal item, including bedding or toys, left with or for your dog(s).

Failure to Pickup

Unless otherwise required by applicable law, if you fail to pick up your dog(s) by the designated time and have failed to make satisfactory alternative arrangements with Heartland Ranch USA, Heartland Ranch USA will continue to provide basic service to ensure the dog's health and safety, and charges will continue to accrue. Heartland Ranch USA will make its best efforts to contact you using the information you provided, advising you that if your dog(s) is not picked up within a reasonable time period, your dog(s) will be deemed abandoned. Labeling your dog "abandoned" means that Heartland Ranch USA will deliver the dog(s) to a third-party adoption partner or Dona Ana County Animal Control, and you may lose ownership of your dog(s) under these circumstances. If you fail to pick up your dog(s) for any reason, you release Heartland Ranch USA from all further liability and responsibility for your dog(s). However, you should be aware that you shall remain liable to Heartland Ranch USA for all unpaid charges, including -- without limitation -- the court costs and reasonable attorneys' fees incurred in collecting such charges.

*****Representations and WAIVERS OF LIABILITY*****

I have read and understood the following:

- A. I agree that I am the owner (or designated agent of the owner) of the dog(s) and am fully authorized to enter this agreement.
- B. I understand and agree that Heartland Ranch USA relies on my representations of my dog's (dogs') health and behavior. I further understand and agree that Heartland Ranch USA and its staff will not be liable for any health problems that develop. I agree and understand that Heartland Ranch USA reserves the right to deny admittance to my dog(s) at any time for any reason.
- C. I understand and agree that Heartland Ranch USA will not be liable for any injuries or illnesses that occur to my dog due to my dog's (dogs') attendance. If your dog(s) need veterinary care during their stay, I understand it is at my expense.
- D. I understand that group play is a situation where dogs co-mingle in groups. If I have given permission for my dog(s) to participate in a group activity, I accept that there are risks associated with it. These include but are not limited to bites, scratches, and injuries. I will not hold Heartland Ranch USA liable for any injuries or even death to my dog(s).

- E. I understand that Heartland Ranch USA is not a veterinary establishment and does not practice veterinary medicine. I understand and agree that if my dog(s) become ill or injured, or if the dog requires medical attention, Heartland Ranch USA, in its sole discretion, may engage the services of a veterinarian or, administer medicine or give other requisite attention to the dog. Heartland Ranch USA staff will try to notify me in the event of a severe illness or injury using the contact information I have provided to Heartland Ranch USA. I understand that I am responsible for giving updated contact information. I agree to assume full financial responsibility for any expenses incurred. I release Heartland Ranch USA and its staff from any responsibility for, or claims, damages, or debts arising out of or related to such medical care, including, but not limited to, transportation to/from the veterinary clinic and choice of veterinarian and animal hospital.
- F. To the best of my knowledge, I certify that my dog (s) has not been exposed to any infectious diseases within the past 30 days. I agree that I will notify Heartland Ranch USA of any known exposure of my dog(s) to contagious diseases, keep my dog(s) out of Day Camp, and provide a veterinary fitness certification for Day Camp to be admitted or re-admitted. I also agree that I will maintain current vaccines for my dog(s) and provide certification upon initial evaluation and periodically as requested.
- G. I authorize Heartland Ranch USA to obtain medical and vaccination records for my dog(s) from the veterinarian listed, and I hereby authorize my veterinarian to provide these records to Heartland Ranch USA.

I understand and agree that I am solely responsible for any acts or behavior of my dog(s) while in the care of Heartland Ranch USA. I release Heartland Ranch USA from any liability arising from my dog's (dogs') attendance at Heartland Ranch USA and accept full responsibility for all costs for injury to staff or other animals or damage to facilities caused by my dog(s). I hereby release Heartland Ranch USA of any liability, and I further agree to indemnify and save them harmless against any claims arising from my dog's (dogs') attendance at Heartland Ranch USA, including but not limited to all costs, damages, attorney's fees, expenses and liabilities in connection therewith.

- H. I understand that every effort will be made to contact me to retrieve my dog(s) in an emergency, such as a natural disaster. I agree that Heartland Ranch USA, in its sole discretion, is authorized to transport and/or make temporary alternative arrangements to house and care for my dog(s) until I retrieve my dog(s).
- I. I understand and agree that my dog(s) may be photographed, videotaped, and/or recorded and that Heartland Ranch USA retains all rights to use and proceeds from using such images.
- J. I understand that this agreement covers the current relationship between Heartland Ranch USA and me. Each time I bring my dog(s) to Heartland Ranch USA I am affirming the terms of this Agreement and the truthfulness and accuracy of all statements I make in this Agreement.

K. I have read and understand this entire Agreement, I have had an opportunity to discuss it to my satisfaction with a representative of my choosing, and I agree to its terms.

Cancellation Policy

- Heartland Ranch will provide a 100% refund if a reservation is canceled at least seven days in advance. Cancellations with a 2-day advance notice will receive a 50% refund. Reservations canceled with less than a 2-day advance notice are not refundable. All refunds will be given in the form of Heartland Ranch credits. There are no cash refunds.

Weekend Policy

- I understand that Sundays and holidays are closed for pick up or drop off.

Hours of Operation

- Heartland Ranch USA is open for business between the hours of 8 AM and 6 PM Monday through Saturday.
- Tours of our facility are available on Mondays, Thursdays, and Saturdays between 1pm and 6 PM by appointment.

Signature of Owner: _____

Date: _____

Printed Name of Owner: _____

Date: _____