



Boarding Policies and Requirements of Green Roof Pet Lodge LLC

Vaccinations – Green Roof Pet Lodge must have either a written or faxed statement from your veterinarian clearly showing that the following vaccinations have been administered and are current:

Dogs: Annual Rabies, distemper, and semi-annual bordetella (kennel cough)

Cats: Annual rabies, distemper, and feline leukemia

For the health and safety of all of our guests, we will not accept pets without verification of vaccinations under any circumstances

General Health – All pets must be in good general health at the time of check-in. We cannot accept diabetics, those showing symptoms of illness, those in heat, or others needing special care.

Parasites – All pets will be checked for fleas at the time of entry. If fleas are present, there will be a mandatory flea dip at the owner's expense before your pet is allowed to board. At present, we charge \$20 for a flea dip. Please allow time at check-in for our staff to examine your pet.

Medications – We will administer oral or topical medications as necessary. Owners must provide them in their original containers, clearly labeled with the amount and frequency of medication.

Veterinary Attention – In the unlikely event that your pet requires veterinary care while boarding at Green Roof, we will 1) attempt to get in touch with you and 2) transport your pet to either Dr. Linda Oliva in Tomball during normal business hours, or to the Animal Emergency Clinic on SH 249 just south of Tomball after hours. All costs arising from veterinary care that are paid by Green Roof Pet Lodge will be billed to the owner. In addition, a \$20 service fee will be charged.

Access to the Boarding Areas – Customers are free to request a tour of the boarding areas prior to boarding their pet(s). We are proud of our facility and will be happy to show you around, time permitting. In the interest of maintaining a peaceful climate in the kennel area, customers will not be allowed in the boarding area either during dropoff or pickup.

Check-in and Checkout – Check-in for all pets is after 1:00 pm. Owners who must drop off their pets prior to 1:00 pm will be assessed a charge equal to one-half day boarding fee. Checkout is 12:00 noon. If you pick up your pet after this time but by 3:00 pm, you will be charged one-half day boarding fee. After 3:00 pm, a full day's fee will be assessed. Please note that, under these circumstances, your pet may be moved to alternative accommodations to make room for arriving pets. These times and fees do not apply to Sundays, when we are open from 4:00 – 6:00 for pickup only.

Cancellation Policy – Green Roof requires a major credit card (Visa or Mastercard accepted) at the time of reservation. During peak periods (summer vacation, spring break, and major holidays), we will charge your card with a \$50 non-refundable fee. At other times, your card will not be charged for a deposit. However, if you fail to show up or to cancel within 72 hours of your scheduled arrival, we reserve the right to charge up to 2 full days of boarding at the rates for the reserved boarding.

Personal Items – We provide Hill's Science Diet pet food to our guests at no charge. However, if you wish your pet to continue on his or her own food regimen, we will of course oblige. We do ask that you supply the food in sealed Ziplock-type bags, clearly labeled with the pet's name and frequency of feeding. For the safety of our guests, rawhide products are not allowed.

Bedding – Green Roof provides cots of appropriate size for your dog. You are welcome to bring towels or blankets from home. Green Roof cannot be held responsible for the condition of these items at the end of the stay. Stuffed bedding cannot be accepted for sanitation reasons.

Toys – We fully understand that your pet may feel more comfortable with a few favorite toys from home. We would ask that you restrict the total number to 3 per pet. Green Roof cannot be held responsible for the condition of these items at the end of the stay.

Behavioral problems – Our manager has significant experience with difficult to handle pets. Therefore, and within reason, we will accept such pets. The decision to accept a pet with behavioral problems, including aggression and/or separation anxiety, resides entirely with the manager of Green Roof Pet Lodge.

Damages – Green Roof will charge actual costs for damages to (but not limited to) bedding, cots, furniture, doors, and door frames caused by pets. We fully understand that your pet is active and healthy and that a certain amount of wear and tear is inevitable. We will only charge for damages outside of the norm.

Abandoned Pets – In the case of an abandoned pet, Green Roof Pet Lodge will comply with Chapter 70 of the Texas State property Code.

Refusal of Service – Green Roof Pet Lodge reserves the right to refuse service to any owner or pet for any reason.