



### Lodging Policies

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|---|---|
| <p><b>Vaccinations</b></p>  | <p><b>Kickapoo Ranch Pet Resort must have a formal vaccination record from a licensed veterinarian</b> indicating that the vaccinations meet the requirements listed below. We prefer that vaccinations be administered <b>10 days</b> prior to arrival. If your pet requires an updated vaccination please make arrangements for the vaccination to be administered <b>no less</b> than 72 hours (three days) before arrival. <b>We may not be able to board a pet if the required records are not received prior to check-in.</b> The following vaccinations are required after the initial series of puppy or kitty shots:</p> <p><b>Dogs:</b><br/> RV (Rabies): annual or three-year vaccine<br/> DHPP (Distemper/Adenovirus Type 2/Parvovirus/Parainfluenza): annual or three-year vaccine<br/> BV (Bordetella): semi-annual or annual vaccine<br/> CIV (Canine Influenza): annual vaccine; H3N8 and H3N2</p> <p><b>Cats:</b><br/> RV (Rabies): annual or three-year vaccine<br/> FVRCP (Feline Viral Rhinotracheitis/Calicivirus/Panleukopenia): annual or three-year vaccine</p> |
| <p><b>Health</b></p>  | <p>All pets must be in good general health to stay at Kickapoo Ranch Pet Resort. Any pet known to have been exposed to a contagious virus must wait 30 days or until clearance by his or her veterinarian is given before visiting Kickapoo Ranch Pet Resort.</p>   |
| <p><b>Internal Parasites</b></p>  | <p>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.</p>   |
| <p><b>Flea and Tick Prevention</b></p>  | <p>We follow a rigorous program of flea and tick prevention. All pets will be checked thoroughly for fleas and ticks prior to admittance. If any are found, the pet will be treated immediately, at the parent's expense, before being allowed to enter the lodging area.</p>   |
| <p><b>Behavior</b></p>  | <p>Pets may not be accepted for lodging 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.</p>  |
| <p><b>Minimum Age</b></p>   | <p>Puppies and kitties must have completed the full series of vaccinations, including the rabies vaccine, no less than 72 hours (three days) prior to their visit.</p>  |
| <p><b>Personal Items</b><br/> <i>At Kickapoo Ranch Pet Resort, 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 and are labeled 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.</i></p> |   |
| <p><b>Food/Treats</b></p>   | <p>We feed premium Pro Plan food to our guests. A special blend of food has been chosen for its tastiness and digestibility making it the perfect choice in a lodging situation. You are welcome to provide your pet's food from home if you prefer. Please pack each serving separately in a disposable bag or container with your pet's name written on it. Dogs are served two meals a day, breakfast in the morning and dinner in the late afternoon. Cats are served one meal a day, which is breakfast mid-morning. Arrangements can be made if your pet is on a specific feeding schedule or has special requirements. A small service charge may apply. In addition, we offer house treats to guests, please let us know if your pet is on a special diet or could be allergic.</p>   |
| <p><b>Medication</b></p>  | <p>Please bring all prescription medications in the original container labeled with the pet's name and dosage. Vitamins and over-the-counter medications may be provided in temporary storage containers, labeled with the pet's name and dosage. A daily medication fee of \$3 will apply for each pet that requires medication.</p>   |



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| <b>Bedding/Toys</b>          | We accept pet blankets, towels and toys that can be laundered and/or sanitized daily. Extremely large blankets, beds and stuffed bedding that cannot be easily laundered using our in-house equipment cannot be accepted.   |
| <b>Check-in</b>              | Similar to hotels for pet parents, check-in and check-out time is 12 noon. If you need to drop off your pet before noon, please let us know when reservations are made so that we can make the proper arrangements for your pet. A morning check-in charge (equal to the overnight lodging rate) will apply. All pets should arrive for check-in at least one hour prior to the time that our lobby closes.   |
| <b>Check-out</b>             | 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 (equal to the overnight lodging rate) will apply to pets that are not picked up by 12 noon.   |
| <b>Extended Check-out</b>    | We provide a wide array of pet spa and grooming services specifically designed to pamper your pet. We provide an extended check-out until 3 p.m., with no additional charge, for pets that are scheduled for complete grooming services in our luxury day spa on the day of check-out.  |
| <b>Room Assignments</b>      | Kickapoo Ranch Pet Resort 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.  |
| <b>Room Sharing</b>          | For the safety of our guests, we do not allow pets from different families to share rooms or suites.  |
| <b>Access to Guest Rooms</b> | 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.  |
| <b>Non-emergency Care</b>    | Some pets react differently to new environments and separation from their parents. In non-emergency situations (e.g., diarrhea, loss of appetite), we will contact you to discuss best course of action for your pet.   |
| <b>Emergency Care</b>        | 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.   |
| <b>Lobby Hours</b>           | Kickapoo Ranch Pet Resort is open to the public Monday - Friday 7 a.m. - 6 p.m., Saturday 9 a.m. - 12 noon ( <b>by reservation only</b> ) and Sunday 11 a.m. - 6 p.m. Check-in or check-out outside of these hours is generally not available. If it is permitted, a \$60 charge will be incurred.  |
| <b>Holidays</b>              | We are closed to the public on the following holidays: Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day and New Years Day. We will be fully staffed, but check-in and check-out is not available on these holidays. In addition, our lobby closes at 2 p.m. Thanksgiving Eve, Christmas Eve and New Year's Eve.   |
| <b>Cancellation Policy</b>   | We require a two-night deposit for reservations during weekends, holidays and peak seasons. The deposit will be forfeited for no-shows, late cancellations, or late reservation 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 days of the arrival date. 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. |



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|---|--|--|-----------------------------|---|----------------|---|----------------|--|------|--|------|---|-----|--|-----------|--|-----|---|-----|---|------|---|------|---|------|---|------|--|------|
| <p><b>Accommodations for Dogs</b></p> <p>Spacious ranch rooms incorporating a privacy wall and soothing music to ensure the comfort of each guest, Kuranda beds with thick, double-sided fleece pads in each room:</p> <table style="margin-left: auto; margin-right: auto; border: none;"> <tr> <td style="padding: 0 20px;">Medium - 6x4</td> <td style="padding: 0 20px;">\$42 overnight</td> </tr> <tr> <td style="padding: 0 20px;">Large - 10x4</td> <td style="padding: 0 20px;">\$45 overnight</td> </tr> </table> <p>Luxury suites with plush Kuranda beds, chandeliers, flat screen color televisions and webcams:</p> <table style="margin-left: auto; margin-right: auto; border: none;"> <tr> <td style="padding: 0 20px;">10x7</td> <td style="padding: 0 20px;">\$62 overnight</td> </tr> </table> <p><i>We offer a multiple pet family discount of 25% for each additional dog sharing a ranch room and 35% for each additional dog sharing a luxury suite. Ranch room day lodging rates are \$10 less than the overnight rates. Room rates during peak seasons will include an additional \$3.00 per night peak season fee.</i></p>  |  | Medium - 6x4   | \$42 overnight              | Large - 10x4  | \$45 overnight | 10x7  | \$62 overnight |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |
| Medium - 6x4  | \$42 overnight   |  |                             |   |                |   |                |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |
| Large - 10x4  | \$45 overnight   |  |                             |   |                |   |                |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |
| 10x7  | \$62 overnight   |  |                             |   |                |   |                |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |
| <p><b>Accommodations for Cats</b></p> <p>Two level, single occupancy condo that provides ample area for your cat to play and unwind in during his or her stay with us; clear plexiglass door provides an unobstructed view for your cat to investigate all that goes on around him or her:</p> <table style="margin-left: auto; margin-right: auto; border: none;"> <tr> <td style="padding: 0 20px;">3x2</td> <td style="padding: 0 20px;">\$22 overnight or day visit</td> </tr> </table> <p><i>Room rates during peak seasons will include an additional \$3.00 per night peak season fee.</i></p>   |  | 3x2  | \$22 overnight or day visit |   |                |   |                |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |
| 3x2   | \$22 overnight or day visit  |  |                             |   |                |   |                |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |
| <p><b>Leisure Activities</b></p> <table style="width: 100%; border: none;"> <tr> <td style="padding: 2px 0;"><i>Pampered Pet Session</i> – cuddling, brushing, massage, tummy rubs, walking/running, ball/toy play or other personal attention (15 minutes)</td> <td style="text-align: right; padding: 2px 0;">\$8</td> </tr> <tr> <td style="padding: 2px 0;"><i>Nature Walk</i> – a scenic walk or jog in the fresh air on our beautiful wooded nature trails (30 minutes)</td> <td style="text-align: right; padding: 2px 0;">\$22</td> </tr> <tr> <td style="padding: 2px 0;"><i>Pond Time</i> – a personal swim, splash or retrieve session in Bo’s Pond! (30 minutes)</td> <td style="text-align: right; padding: 2px 0;">\$25</td> </tr> <tr> <td style="padding: 2px 0;"><i>Day Camp (while lodging)</i> – provides a wonderful opportunity for dogs to interact and play with other dogs, attendance is subject to availability and a temperament evaluation is required (two hours)</td> <td style="text-align: right; padding: 2px 0;">\$25</td> </tr> <tr> <td style="padding: 2px 0;"><i>Dock Dog</i> – a personal dock dog session at the dock on Sam’s Lake (30 minutes)</td> <td style="text-align: right; padding: 2px 0;">\$25</td> </tr> <tr> <td style="padding: 2px 0;"><i>Busy Bone</i> – entertainment and a tasty treat all rolled into one; room service will deliver a strong rubber toy stuffed with mouth-watering, healthy treats and peanut butter</td> <td style="text-align: right; padding: 2px 0;">\$4</td> </tr> <tr> <td style="padding: 2px 0;"><i>Room Service</i> – delicious gourmet house treats or treats from home delivered bedside</td> <td style="text-align: right; padding: 2px 0;">\$2 - \$4</td> </tr> <tr> <td style="padding: 2px 0;"><i>Catch of the Day</i> – spoil your cat with a healthy and delicious gourmet treat from the sea</td> <td style="text-align: right; padding: 2px 0;">\$4</td> </tr> <tr> <td style="padding: 2px 0;"><i>Tuck-In Service</i> – indulge your pet with a wholesome treat and bedtime story (15 minutes)</td> <td style="text-align: right; padding: 2px 0;">\$9</td> </tr> </table> <p><b>Daily Activity Packages</b></p> <table style="width: 100%; border: none;"> <tr> <td style="padding: 2px 0;"><i>Active</i> – for the dog who loves to exercise, includes one Nature Walk and one Pond Time</td> <td style="text-align: right; padding: 2px 0;">\$42</td> </tr> <tr> <td style="padding: 2px 0;"><i>Indulge</i> – includes one Nature Walk, one Pampered Pet Session and Tuck-In</td> <td style="text-align: right; padding: 2px 0;">\$35</td> </tr> <tr> <td style="padding: 2px 0;"><i>Pleasure</i> – includes two Pampered Pet Sessions, a Busy Bone or Catch of the Day and Tuck-In</td> <td style="text-align: right; padding: 2px 0;">\$26</td> </tr> <tr> <td style="padding: 2px 0;"><i>Delight</i> – includes one Pampered Pet Session, a Busy Bone or Catch of the Day and Tuck-In</td> <td style="text-align: right; padding: 2px 0;">\$19</td> </tr> <tr> <td style="padding: 2px 0;"><i>Puppy Care</i> – to ensure the utmost health and happiness of your puppy, participation in our puppy care program is required for puppy guests up to age eight months</td> <td style="text-align: right; padding: 2px 0;">\$30</td> </tr> </table> |  | <i>Pampered Pet Session</i> – cuddling, brushing, massage, tummy rubs, walking/running, ball/toy play or other personal attention (15 minutes) | \$8                         | <i>Nature Walk</i> – a scenic walk or jog in the fresh air on our beautiful wooded nature trails (30 minutes) | \$22           | <i>Pond Time</i> – a personal swim, splash or retrieve session in Bo’s Pond! (30 minutes) | \$25           | <i>Day Camp (while lodging)</i> – provides a wonderful opportunity for dogs to interact and play with other dogs, attendance is subject to availability and a temperament evaluation is required (two hours) | \$25 | <i>Dock Dog</i> – a personal dock dog session at the dock on Sam’s Lake (30 minutes) | \$25 | <i>Busy Bone</i> – entertainment and a tasty treat all rolled into one; room service will deliver a strong rubber toy stuffed with mouth-watering, healthy treats and peanut butter | \$4 | <i>Room Service</i> – delicious gourmet house treats or treats from home delivered bedside | \$2 - \$4 | <i>Catch of the Day</i> – spoil your cat with a healthy and delicious gourmet treat from the sea | \$4 | <i>Tuck-In Service</i> – indulge your pet with a wholesome treat and bedtime story (15 minutes) | \$9 | <i>Active</i> – for the dog who loves to exercise, includes one Nature Walk and one Pond Time | \$42 | <i>Indulge</i> – includes one Nature Walk, one Pampered Pet Session and Tuck-In | \$35 | <i>Pleasure</i> – includes two Pampered Pet Sessions, a Busy Bone or Catch of the Day and Tuck-In | \$26 | <i>Delight</i> – includes one Pampered Pet Session, a Busy Bone or Catch of the Day and Tuck-In | \$19 | <i>Puppy Care</i> – to ensure the utmost health and happiness of your puppy, participation in our puppy care program is required for puppy guests up to age eight months | \$30 |
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| <i>Nature Walk</i> – a scenic walk or jog in the fresh air on our beautiful wooded nature trails (30 minutes)   | \$22   |  |                             |   |                |   |                |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |
| <i>Pond Time</i> – a personal swim, splash or retrieve session in Bo’s Pond! (30 minutes)   | \$25   |  |                             |   |                |   |                |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |
| <i>Day Camp (while lodging)</i> – provides a wonderful opportunity for dogs to interact and play with other dogs, attendance is subject to availability and a temperament evaluation is required (two hours)  | \$25   |  |                             |   |                |   |                |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |
| <i>Dock Dog</i> – a personal dock dog session at the dock on Sam’s Lake (30 minutes)  | \$25   |  |                             |   |                |   |                |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |
| <i>Busy Bone</i> – entertainment and a tasty treat all rolled into one; room service will deliver a strong rubber toy stuffed with mouth-watering, healthy treats and peanut butter   | \$4  |  |                             |   |                |   |                |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |
| <i>Room Service</i> – delicious gourmet house treats or treats from home delivered bedside  | \$2 - \$4  |  |                             |   |                |   |                |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |
| <i>Catch of the Day</i> – spoil your cat with a healthy and delicious gourmet treat from the sea  | \$4  |  |                             |   |                |   |                |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |
| <i>Tuck-In Service</i> – indulge your pet with a wholesome treat and bedtime story (15 minutes)   | \$9  |  |                             |   |                |   |                |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |
| <i>Active</i> – for the dog who loves to exercise, includes one Nature Walk and one Pond Time   | \$42   |  |                             |   |                |   |                |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |
| <i>Indulge</i> – includes one Nature Walk, one Pampered Pet Session and Tuck-In   | \$35   |  |                             |   |                |   |                |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |
| <i>Pleasure</i> – includes two Pampered Pet Sessions, a Busy Bone or Catch of the Day and Tuck-In   | \$26   |  |                             |   |                |   |                |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |
| <i>Delight</i> – includes one Pampered Pet Session, a Busy Bone or Catch of the Day and Tuck-In   | \$19   |  |                             |   |                |   |                |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |
| <i>Puppy Care</i> – to ensure the utmost health and happiness of your puppy, participation in our puppy care program is required for puppy guests up to age eight months  | \$30   |  |                             |   |                |   |                |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |
| <p><b>Damages</b></p> <p>We do not charge a damage deposit for guests who stay at our facility. We may remove items from rooms, or relocate guests from luxury suites to ranch rooms, if we find they are chewing or otherwise damaging items. Out of the ordinary damage incurred during a guest's stay is the responsibility of the parent. Damages are limited to the cost of materials and \$50 in labor costs.</p>   |  |  |                             |   |                |   |                |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |
| <b>Rates/Services</b>   | All rates and services are subject to availability and change.   |  |                             |   |                |   |                |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |
| <b>Abandoned Pet</b>  | In the case of an abandoned pet, Kickapoo Ranch Pet Resort will comply with Chapter 70 of the Texas State Property Code. |  |                             |   |                |   |                |  |      |  |      |   |     |  |           |  |     |   |     |   |      |   |      |   |      |   |      |  |      |