

Assumption of Risk:

Rover Resort, Inc. agrees to exercise reasonable care of pet during its stay with us. We always try to do our best and go above and beyond when caring for your family member. Owners are aware that the employees of Rover Resort are not veterinarians and do not have backgrounds in animal medicine and are not expected to diagnose or detect illness in the Pets at Rover Resort. However, if we discover something out of the ordinary with your pet we will always bring it to the owner’s attention as soon as possible.

Even though Rover Resort follows a strict vaccination protocol, owner acknowledges that no amount of vaccination requirement, sanitation or personalized care can prevent pets from contracting an airborne virus or communicable disease. Rover Resort has gone to great lengths to find animal friendly disinfectants and cleaning products (Accel by Virox and Kennel Sol), HEPA filtration in our HVAC system with UV lights along with the Phi-Cell by RFG which uses an Advanced Oxidation to reduce airborne contaminants.

Owner further understands that pets are pack animals, they lead with the teeth, paws and claws and are unpredictable in nature. We take great pride in our staff monitoring our playgroups but no amount of supervision can be 100% certain to prevent pets from being injured. For this reason, we never allow more than six pets in each yard at one time and they are monitored. We also offer all of our guest the ability to have private play time at no additional charge. If you would like your pets to be supervised in the yards at all times, we can arrange this at the front desk upon arrival and there would be a nominal fee to accommodate this.

_____ Customer initial

Medical Attention:

In the event your pet requires medical attention during its visit, please make our staff aware of your desires. We will always try to find the pet owner, even if you are on a very remote vacation destination but, your wishes are very important to us. Please leave Rover Resort plenty of emergency contact numbers, extra medications & provisions in case of delayed travel, veterinary preferences or authorization to treat at a veterinary facility closer to Rover Resort or an after-hours veterinary facility. Please also let Rover Resort know of any financial limitations if an emergency arises and we have not been able to reach you.

_____ Customer initial