Welcome to Ruffin' It Pet Resort!

Dear New Customer,

Thank you for stopping by Ruffin' It Pet Resort! We're so glad you're considering us for your pet's care, and we'd love to introduce you to a little bit of what makes our resort special.

Ruffin' It Pet Resort is a family-owned and operated business built on compassion, patience, and the belief that every pet deserves thoughtful, individualized care. We understand that choosing someone to care for your pet is a big decision. Our goal is to **make that decision a little easier** by providing an experience where both you and your pet feel welcomed, cared for, and appreciated.

We believe **pet care should be about more than simply meeting the basics**. We strive to make each visit engaging and enjoyable through attentive care, opportunities for play and enrichment, and plenty of affection. Whether your pet is staying with us while you travel, visiting for a grooming appointment, or spending the day with us for daycare, we want their experience to reflect the care and attention we would want for our own animals.

We also understand that **every pet is different**. Some are ready to explore the moment they arrive, while others need a little extra time, patience, and reassurance. We value getting to know each pet as an individual and working to make their experience as positive as possible.

At Ruffin' It, we want to build lasting relationships with the families we serve. Our hope is to create more than a place you bring your pet; we want to build a community where **pets are known, families feel welcomed**, and everyone shares in the joy of caring for the animals who mean so much to us. We believe that trust is earned through consistency, communication, and a genuine commitment to the animals in our care. From photo updates during boarding stays to personalized services that make your pet's visit extra special, we want you to feel connected and informed along the way.

We've put together this information guide to help answer some common questions about our services and explain how to get started. If you have questions that aren't covered here, our team will be happy to help when available. As you get to know us, we hope you'll feel at home here and become **part of the Ruffin' It family**.

Thank you for giving us the opportunity to introduce ourselves. We look forward to getting to know you and your four-legged family member and **welcoming you to our community!**

Warmly,

The Ruffin' It Pet Resort Team

Family owned and operated. Loving care when you're not there.

(956) 752- RUFF ruffinit.harlingen@gmail.com 17602 State Highway 107, Harlingen TX 78552

Getting Started at Ruffin' It Pet Resort

Your Step-by-Step Guide to Your Pet's First Visit

A simple start makes for a happy stay. Follow these six steps before your first reservation or appointment.

01

Explore Our Service

Learn about our boarding, grooming, and daycare services to find the best fit for your pet. Have questions? Our team will be happy to help.

02

Create Your Gingr Profile

Create your customer account and complete your pet's profile through our Gingr booking portal. Need help? Refer to our accompanying "Getting Started with Gingr" guide.

03

Submit a Reservation Request

Request your desired service through Gingr. Our team will review your request and confirm your reservation or appointment. Submitting a request does not guarantee availability or confirm your booking. Call us if you have trouble!

04

Submit Vaccination Records

All pets must have their required vaccination records submitted for review and approval. RECOMMENDED: Submit records as early as possible! Approval must be completed by the day of your scheduled reservation or appointment.

05

Sign Required Agreements

Review and sign all required agreements before arrival whenever possible. Additional forms or waivers may be needed depending on your pet's services or circumstances.

06

Get Ready for Your Visit!

Before arriving, make sure your reservation is confirmed, your vaccination records are approved, and your required agreements are completed. Review any instructions specific to your pet's service.

Questions before you book?

We're happy to help you choose the right first visit for your pet.

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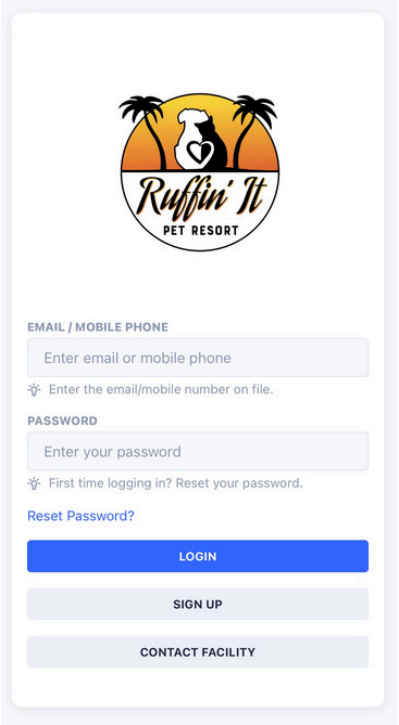
Gingr Setup Guide

Signing Up:

If you do not yet have a customer profile with Gingr: You can create one from this page by choosing the "Sign Up" button.

This will bring you to the required forms to fill out for the owner and pet profiles as well as allow you to set your password.

If the business has created the profile on your behalf: You would choose the option to sign in with your email address or phone number. You will be prompted to create your own unique password for future logins.



PORTAL LINK

Logging In:

Navigate to the resort's customer portal page:

https://ruffinitpetresort.portal.gingrapp.com/

From here you have the option to log into your current Gingr account or create a new profile.

Optional: Gingr App for Pet Parents

Logging In:

Download the free mobile app by searching for "Gingr for Pet Parents" in the Apple App Store or Google Play Store. In order to access the customer portal for your facility using the app, you will need to use our facility invite code: **288996**

After the invite code has been entered successfully, you will be immediately taken to the portal's login page where you can sign in using the email address or phone number that you have on file with the facility. If you do not already have a customer portal account, you can create one from this page by choosing the "Sign Up" button.

Questions? Call us! (956) 752-7833

THE RUFFIN' IT EXPERIENCE

Special Extras for Your Stay

Little luxuries. Extra enrichment. More moments to enjoy.

FOR DOGS

TREATS & TASTY EXPERIENCES

Extra Treats $2
A few approved treats to make your pup's day sweeter.

Pup Cup $4
A little whipped-cream treat for a fun moment.

Frozen Treat $5
A cool, delicious enrichment treat to lick and enjoy.

Homemade Treat $5
A special treat made with dog-friendly ingredients.

ENRICHMENT & EXPLORATION

Lick Mat Session $10
A tasty licking activity designed for calm engagement.

Puzzle Time $10
Brain games, food puzzles, or simple training activities.

Sniff & Explore $10
A relaxed outing with time to investigate interesting scents.

PERSONAL ATTENTION & CARE

Tuck-In Service $5
Extra bedtime love, including tucking your pup in with their blanket.

Birthday Celebration $20
Hat, festive backdrop, song, pup cup, and photo keepsake.

Bedtime Experience $10
A cozy settling-in routine with a short bedtime story.

Coat Refresh $20
A gentle brush-out to keep your pup's coat soft and tangle-free.

GUEST FAVORITES

One-on-One Time $15
10–15 minutes of dedicated attention with a team member.

Treat Hunt $10
Six to eight treats hidden around the play yard to discover.

Adventure Walk $20
A refreshing walk around the property, approximately ½–1 mile.

Exit Bath Starting at $20
Hypoallergenic shampoo; subject to scheduling and coat condition.

FOR CATS

TREATS & ENRICHMENT

Extra Treats $2
A few approved treats to make your cat's day brighter.

Puzzle & Enrichment $10
A 10–15 minute activity tailored to your cat's comfort level.

Play Session $10
Interactive play that encourages chasing, batting, and pouncing.

PERSONAL ATTENTION & CARE

One-on-One Time $15
10–15 minutes of positive interaction at your cat's pace.

Coat Refresh $20
A gentle brush-out to keep your cat's coat comfortable and tangle-free.

A little extra care, just for them.

Gentle enrichment, individual attention, and comfort at their pace.

Ask our team about adding experiences to your pet's reservation.

Please Plan Ahead: Enrichment services must be requested at least 24 hours prior to your pet's scheduled pickup. Exit baths may affect your pet's scheduled pickup time.

Make their stay a little more special.

Ask our team about adding experiences to your pet's reservation.

A loving stay while you're away • Ruffin' It Pet Resort • Call us! (956) 752-7833

VACCINATION REQUIREMENTS

Helping Keep Every Guest Safe & Healthy

All required vaccination records must be submitted for review and approved before your pet's stay or appointment.

VACCINATIONS ARE REQUIRED FOR *ALL* SERVICES OFFERED BY RUFFIN' IT PET RESORT

DOGS

Required Vaccinations

- **Rabies**
- **DAPPv —** three doses required for puppies
- **Bordetella**

IMPORTANT: BORDETELLA WAITING PERIOD

First-time Bordetella vaccination requires a 14-day waiting period before the visit. Please plan ahead.

ALL VACCINES MUST BE CURRENT, VALID AND ADMINISTERED IN THE PAST 12 MONTHS

CATS

Required Vaccinations

- **Rabies**
- **FVRCP**
- **Feline Bordetella**

HAVING TROUBLE FINDING FELINE BORDETELLA?

If your veterinarian does not have it available, contact us. We can offer a waiver to review and sign. We strongly recommend vaccination whenever available.

ALL VACCINES MUST BE CURRENT, VALID AND ADMINISTERED IN THE PAST 12 MONTHS

BEFORE YOUR VISIT

- ✓ Submit vaccination records as early as possible.
- ✓ Allow time for our team to review and approve your pet's records.
- ✓ Ensure all required vaccinations and waiting periods are satisfied before arrival.

NEED HELP?

Have questions about vaccination requirements?
Please contact our team before your pet's scheduled visit.

Thank you for helping us maintain a safe and healthy environment for all our guests!

A loving stay while you're away.

Ruffin' It Pet Resort

PREPARING FOR YOUR VISIT

Everything They Need for a Comfortable Stay

We want every visit to Ruffin' It Pet Resort to be as smooth and comfortable as possible. Follow the guide below to help your pet get ready!

BOARDING: WHAT TO BRING

FOOD & FEEDING INSTRUCTIONS

- Please bring your pet's food pre-portioned by meal to help ensure they receive the correct amount at each feeding.
- *For example:* If your pet eats breakfast and dinner, please provide two separate portions for each day of their stay.
- Label all food portions with your pet's name and include any special feeding instructions.

MEDICATIONS

If your pet takes medication, please bring it in its original container with the prescription label and clear instructions. Please inform our team of any special medication requirements.

Ensure you bring enough medication for the entire duration of your pet's stay.

COLLAR & IDENTIFICATION

Please bring your pet wearing a properly fitted collar with identification.

PERSONAL ITEMS

You're welcome to bring 1–2 washable, familiar items from home to help your pet feel comfortable.

WE'VE GOT THE ESSENTIALS COVERED!

We provide beds, bowls, toys, and extra treats to help make your pet's stay comfortable and enjoyable.

FOOD ALLERGIES OR SENSITIVITIES?

We recommend bringing treats from home that you know are safe for your pet. Please make sure our team is informed of any allergies or dietary restrictions before your pet's stay.

DAYCARE: WHAT TO BRING

Daycare is easy to prepare for! All you need to bring is your dog wearing a properly fitted collar.

Before Arrival: Please ensure your dog has been fed prior to arrival to help keep their daycare day comfortable.

BEFORE YOU ARRIVE

- Confirm your reservation or appointment.
- Ensure required vaccination records have been submitted and approved.
- Complete all required agreements and forms before arrival whenever possible.
- Review any service-specific instructions.

CHECK- IN & CHECK-OUT

We offer convenient curbside both check-in and check-out. When you arrive, text HERE to the reminder number, and a team member will assist you.

We look forward to welcoming you and your pet!

Pack the comfort. We'll bring the love.

Ruffin' It Pet Resort • A loving stay while you're away!