

Ruff Bus Customer Policy

The Ruff Inn

Effective September 28, 2026

What the Ruff Bus is

A scheduled morning pickup and evening dropoff between your home and The Ruff Inn, so your dog can come to daycare without you driving to Gravette twice a day. It is an extension of daycare and the same standards apply.

We build the route around where enrolled families actually live.

Who can ride

Your dog can ride if all of these are true:

- Current on Rabies, DHLPP, and Bordetella.
- Has completed our behavior assessment, which is free, and been cleared for daycare.
- Is enrolled in daycare on the days they ride.
- Is comfortable being handled by our staff at the door and riding in a vehicle.

We may decline to transport a dog who is not safe to load, handle, or ride with others. If that happens we will tell you directly and refund the unused portion of that month.

Pickup and dropoff

- Morning pickup runs 6:45 to 8:00 AM. Evening dropoff runs 4:30 to 5:45 PM.
- You get your household's specific time window once the route is set. Times can shift by a few minutes day to day with traffic and weather.
- No dog rides longer than 45 minutes in one direction.
- Please have your dog leashed and ready at the door. Our driver will wait five minutes past your window, then continue the route so the rest of the families are not late.
- If we miss you, that day is used. Call us and we will help you sort out the day.

Skipping a day

Skip any day you need to. Tell us by 8:00 PM the night before and there is no daycare charge for that day. Same-morning cancellations still use the daycare day, because we have already staffed and routed for your dog.

Your monthly rate does not change when you skip. It holds your seat on the route, which is what lets us build the route around your address and keep every ride under 45 minutes.

If the bus stops making sense for your family, call us and we will cancel it at your next renewal.

Weather and road conditions

We cancel the route when roads are unsafe. That call is ours and we will make it early and tell you by text as soon as we know. A weather cancellation is never charged, and never counts against your month.

Safety in the vehicle

Every dog rides secured. Nobody rides loose. The vehicle is commercially insured and driven by a trained Ruff Inn staff member. Dogs are loaded and unloaded one at a time.

If a dog becomes unwell or unsafe during a ride, the driver will pull over safely and call you. In a medical emergency we will get your dog to a veterinarian and call you on the way. You are responsible for the cost of emergency care, the same as during any daycare or boarding stay.

If your dog is sick

Do not send a dog who is vomiting, has diarrhea, is coughing, or is otherwise unwell. A dog who arrives visibly sick will not be loaded. This protects every other dog on the bus.

Billing and cancelling

- Founding families pay \$99 per month and that rate holds for the first six months. The rate is \$124.95 per month after the founding period.
- The membership bills monthly through your Goose account.
- The \$25 presale deposit is fully refundable if the route does not launch. If it does launch, it applies to your first month.
- To cancel, call us. We will cancel it at your next renewal, so you keep the rides you have already paid for and are not billed again. There is no notice period and no cancellation fee.

Changes to the route

The route is built around enrolled families. If enrollment changes, times may change. We will give as much notice as we can. If a route change makes the service no longer work for you, you can cancel without penalty.

What we need from you

- A phone number you actually answer in the morning.
- Gate codes, building access, or anything the driver needs to reach your door.
- A signed waiver on file before the first ride.

Questions

Call us at (479) 323-1206 or email hello@theruffinn.com. If something about the route is not working for your family, tell us early. We would rather fix it than have you quietly stop riding.