

Bark Life Rules and Requirements for All Services @ Bark Life Inc

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Although we offer 24-hour/365 days a year supervised pet care, our Concierge Desk is only available at the hours listed below:

Bark Life Concierge Desk Hours: Monday – Friday 9am – 8pm Saturday & Sunday 9am – 6pm

Club Bark Life Daycare Hours: Monday – Friday 7am – 7pm (Closed major Holidays as listed below)

Bark Life DayStay Hours: *Monday – Sunday 7am – 8pm **Saturday & Sunday Pick-up after 6pm & Drop off before 9am is by appointment only

Bark Life Grooming Spa Hours: Monday – Friday 9am – 7:30pm Saturday & Sunday 9am – 6pm (Closed major Holidays)

Our lobby is closed on the following Holidays so therefore we cannot accommodate arrivals or departures on:

New Year's Day, Easter Sunday, Memorial Day, Independence Day, Thanksgiving Day, and Christmas Day.

Online Reservations: When you submit a Day Care, Boarding or Grooming reservation request, let it be known that Bark Life Inc. has to accept it and **you will receive a confirmation email at that time**. Bark Life Inc. reserves the right to refuse services and admittance to any Pet Guest who lacks proof of vaccinations, displays signs of contagious health conditions, demonstrates aggressive behavior or does not meet our health and temperament standards.

Grooming

Credit Card must be on file even if you are paying with cash. Appointments are required. Although we do try to accommodate every dog or cat, the Salon books quickly. It is highly recommended to book your appointment several weeks in advance. Full vaccines are not required for grooming, at this time. We can add grooming to your pets stay at the resort.

Bark Life Inc and/or our employees are not responsible for any skin, ear, cuts or other health issues due to your neglect of your pet and allowing them to be in poor condition. Every measure will be taken to care for your pet(s) while in our care. If your pet suffers a heart attack, stroke or any natural causes it is not the responsibility of Bark Life Inc or our employees

Cancellation Policy for grooming: All *No-Show and Same Day Cancellation appointments will be charged a \$25 non-refundable charge. After 2 No-Shows you will be required to pay In Full at the time of booking appointment and No refund will be given if you no-show for that appointment. Documented emergencies are the Only exception

*"no-show" which is defined as not showing up for your scheduled appointment at the scheduled time, the appointment will be cancelled and charged \$25.

Resort DayStay

DayStays book up quickly so reserve dates now.

- A Credit Card 50% Deposit is required to reserve
- Any pets left after 8pm will be catered to as an overnight guest and available for pick up after 7am the next morning.
- If you are picking up your pet(s) on Saturday or Sunday between 6pm and 8pm you must have a pick-up appointment
- **You will be charged an overnight fee equal to the cost of the Suite given in addition to the DayStay charge if you don't pick-up by 8pm**

- All guests must pass our temperament testing before they can attend group play but private play can substitute. The guest will still get their exercise/potty breaks even without testing. Temperament testing is available before or upon arrival.
- DayStay is not available for Holiday Days as the Lobby is Closed

Cancelation Policy for DayStay: All No-shows and Cancelations within 24 hours of the reservation will forfeit their 50% deposit.

Boarding

Bark Life Boarding Requires a valid Credit Card on file and a local emergency contact that doesn't travel with you

Rules:

- All Pet Guests must be in good health and not have been exposed to any contagious or communicable illnesses (i.e. Giardia, Kennel Cough) within a 30-day period prior to check-in. Bark Life Inc. will require veterinarian documentation proving a clean health record after treatment and/or medication has been administered and completed.
- Bark Life Inc. Resort and Daycare requires that all pets be on a regular flea and tick program. If fleas are discovered upon check-in, a flea bath will be required at the owner's expense. Bark Life Inc. Resort and Daycare also requires that each pet guest found with fleas to receive a dose of Bayer Advantus, at an additional charge at check-in to eliminate possible fleas. Pet(s) that are found to be dirty/smelly and in need of a bath will get one upon arrival at the Owners expense. This is to ensure a healthy, clean environment for all of our guest. Excessively matted pets will be required to be groomed for the health of the pet(s). If grooming is refused, Bark Life Inc. may refuse service. Please discuss your pets needs with our friendly staff at the front desk to make sure that we can properly provide the care your pet needs.
- All Pet Guest medications must come in original bottle prescribed from a veterinarian.
- Any Diabetic pet(s) can be given shots as long as needles are owner provided
- If your pets' nails need to be trimmed at your cost of \$15. We will do so for the safety of themselves and the staff
- If your pet is staying with us longer than 10 days, we will charge your card every 10 days of their stay

Requirements:

- **A credit card deposit at the time of booking of 20% of the total price.**
- Proof of current vaccinations. Absolutely no Pet Guest, for boarding, will be admitted without current vaccines. You must provide Bark Life Inc. with an official Vaccination Certificate signed by your Veterinarian.
- All Adult dogs must be up-to-date on vaccinations for Rabies, Distemper, Bordetella and Canine Influenza (H3N2 & H3N8)
- In special cases a Titers Test will suffice if for medical reasons they are at risk if given vaccines such as senior dogs. Bark Life Inc. is not held liable if Titer pets or any other pets contract any illnesses. Titer pets can-not play in group daycare for their own safety, private play can be scheduled.
- All cats must be spayed or neutered
- All cat guests 16 weeks (4 months) and older must provide proof of current vaccinations for Feline Distemper/ Upper Respiratory, Feline Leukemia and Rabies
- Titers are accepted with proper documentation at our discretion
- Signed Agreements are signed, and Dog/Cat Guest(s) profiles are totally filled out

Exit Bath(s) Required after a 3 day stay or more at the cost listed below. Dogs staying with us for long periods of time will be bathed every 5 days or at our discretion to ensure all the pets in the resort remain healthy and happy. 1 free check-out bath is given after a 10-day stay or longer. Full Grooming and Nail Trims can be added, ask for pricing. Exit Bath Pricing is as follows:

Dog Size:	Toy (0-5 lbs.)	Small (6-25 lbs.)	Medium (26-45 lbs.)	Large (46-69 lbs.)	Extra Large (70-99 lbs.)	Giant (100+ lbs.)
Smooth Short Coat	\$14.00	\$16.00	\$20.00	\$24.00	\$32.00	\$40.00
Long Coat (single)	\$16.00	\$18.00	\$22.00	\$30.00	\$36.00	\$45.00
Thick or Double Coat long coat	\$20.00	\$22.00	\$24.00	\$35.00	\$45.00	\$55.00

Peak/Holiday periods include:

- December 19th – 31st
- January 1st – 2nd 2020
- April 10th – 13th
- May 22nd - July 6th
- September 4th – 8th
- November 19th – November 30th
- December 17th – January 4th 2021

Cancellation or *No-show Policy for Boarding: Non-Peak/Holiday – Cancellations that occur within *three (3) days prior to check-in*, will result in forfeiture of your deposit. **Peak/Holiday** - Cancellations that occur within *five (5) days prior to check-in* or will result in forfeiture of your deposit

*No-show" which is defined as not showing up for your scheduled reservation by the close of business of your check-in day, at which time, the room will be released, the reservation will be cancelled, and the deposit forfeited.

Room Sharing:

Maximum Capacity of all rooms are dependent on size and weight. It is at the discretion of Bark Life Inc. Determining factors include Size, weight and temperament. All guests sharing a room must be from the same household. If at any time during your pets stay, we, Bark Life Inc. Resort deem it necessary to separate the pets for their safety, the owner will incur additional cost of the extra room and all discounts cease.

Food:

Resort prefers that you provide your pet's food, as to not upset your pet's stomach.

- **You are asked to place each meal in separate Ziplocs/containers, labeled with the pet's name and write breakfast-lunch-dinner if there is a difference in them. If your pets' food is not individually bagged, there will be a \$5 a day charge added for handling.**

Frozen Raw and Freeze-dried food can be fed at a small additional charge of \$3 a day

Please make sure that you bring enough food for your pet's entire stay. If your pet runs out of food, Bark Life Inc. Resort will feed your pet our house cuisine for \$3 a meal. **If you choose to not bring your pet's food**, Bark Life Inc. Resort offers our House cuisine, Our House Food "*Earthborn Holistic*" With or without Grain food for \$3 a meal. If a limited ingredient diet is needed, we also offer Earthborn Venture LID for \$5 per meal. Earthborn wet can also be added for an additional \$1 per meal. If you choose to feed our house food, you will receive a small bag of Earthborn to take home!

Medication: Bark Life Resort staff can administer shots, oral and topical medications at the cost of \$1.00 per dose. Medication must be in the original bottle prescribed by a veterinarian, and the correct dosage indicated.

Bedding/Belongings:

Bark Life Resort provides clean and comfortable raised bedding for your pet(s). If your pet(s) are destructive to bedding, please let us know and it will be removed. You are allowed to bring their Clean, safe bedding if you choose. We suggest a clean shirt, pillow or blanket with no holes or strings hanging, with your scent can help reduce separation anxiety. Bark Life Resort is not responsible for lost, torn or destroyed items brought from your home. We will take all measures possible in hopes that this doesn't happen. Bark Life Resort accepts a new or new-like hard chew rubber toy for your pet's stay. **No Rope Toys or Rawhides!** Other toys/chews *may* be excepted but given at our discretion for the safety of our guest (your pet).

Property Damage:

Bark Life Inc. reserves the right to charge an additional property damage fee to Owners whose dogs damage any of our rooms/suites. Property damage includes damage or destruction of beds, walls, doors and televisions. To avoid the potential of any unexpected fees, Bark Life Inc. strongly recommends that Owners who believe their dogs may cause property damage to speak with a Bark Life concierge to determine the best room type and amenities for the guest

Boarding Arrivals and Departures:

Resort Guests pick-up outside of concierge hours is available, but for the safety of our staff, is **strictly by appointment only and will incur additional fees.**

Check-out time: For Resort Guests is at 11am

All Pet Guests picked up after 11am will incur a late charge of \$19. Late Pick-Up after 3pm will be charged for an additional night.

Last pick-up for all Pet Guests staying at the Resort is 7:30pm Monday – Friday and Saturday and Sunday 5:30pm*

Club Bark Life Daycare

Reservations are highly recommended; Club Bark Life fills up fast. Non-reservation dogs may be turned away if the ratio of dog to staff is reached. We are a small group play daycare. Lunch can be served at no additional charge. Bark Life Inc. is not held liable if any pets contract any illnesses and. Bark Life Inc has done everything possible to provide a safe, healthy environment and therefore is not liable for any injuries or illness that may happen to your pet.

If your pets' nails need to be trimmed at your cost of \$15. We will do so for the safety of themselves and the staff

Medication: Bark Life Resort staff can administer shots, oral and topical medications at the cost of \$1.00 per dose. Medication must be in the original bottle prescribed by a veterinarian, and the correct dosage indicated.

Pre-paid Club Bark Life Packages: Pre-Paid Daycare Packages may be used any day of the year that our daycare is open. A package does not guarantee a place in daycare, we **Highly recommend** reserving your pets spot ahead of time using your customer portal. Pre-Paid Daycare Packages are nonrefundable and have no cash value. Pre-paid Daycare Packages are not transferable to any other family member or friend. Pre-Paid Daycare Packages have an expiration date of 6 months after the purchase date, no exceptions. Monthly Auto-Pay Unlimited Daycare Packages expire 1 month from the date of purchase.

Daycare will be closed on the following Holidays: New Year's Day, Easter Sunday, Memorial Day, Independence Day, Thanksgiving Day, and Christmas Day. Daycare will close at 4pm on the following days (if Mon-Fri). The day before Thanksgiving, Christmas Eve, New Year's Eve

Requirements: Daycare is for social dogs to play and have fun. Daycare is for social dogs to play and have fun. All dog guests will be placed in a small group based on their size and temperament. Since safety is our primary goal, Daycare is not for every dog. It is not a place for aggressive dogs to learn to be social. To be accepted into Daycare, each dog must complete an evaluation. In order to have an evaluation, each dog must:

- Complete and sign a Daycare Application acknowledging risk factors as well as all other paperwork
- Be at least 16 weeks of age and have completed first two series of vaccinations, including a Bordetella vaccine.
- All Adult dogs must be up-to-date on vaccinations for Rabies, Distemper, Bordetella and Canine Influenza (H3N2 & H3N8) You must provide Bark Life Inc. with an official Vaccination Certificate signed by your Veterinarian
- At 6 months for normal breeds and 1 year of age for Extra-large and Giant breeds, all puppies must be neutered/spayed to continue participating in Daycare. Private Play and Daystay are available if Club members don't meet these requirements
- Pass Daycare evaluation.

DayCare Hours Are Monday – Friday 7am – 7pm

Late Pick-up Any Pet(s) that is/are not picked up by 7:10pm. A \$20 fee will be added due to staff overtime. If not picked up by 8pm your pet will spend the night with us at the resort and will incur the resort room fee associated with a room capable of accommodating your pet(s). They will receive our house food for meals and will be cared for as a resort guest.

Payment For All Services is to be paid in full at check-out. We accept Visa, Mastercard, Discover, and American Express. We do NOT accept checks. **if you choose to pay cash, a credit card is still required to be on file**