

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

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*Updated Jan 1, 2022*

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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, Labor 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 9am the next morning.
- **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 Cancellations 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 cannot accept pets with terminal illnesses and in the late stages of an illness. **Bark Life can not board any female pet that is actively in heat.**
- 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
- Under no circumstance may a female dog in heat be able to board.
- **Vet authorization:** Owner understands and agrees that if their Pet becomes ill or injured, or if the state of the Pet's health otherwise requires professional attention, Bark Life Inc Resort and Daycare, in its sole discretion, may engage the services of a veterinarian or administer medicine or give other requisite attention to the Pet and the expenses thereof shall be paid by the Owner.
- In an **Emergency**, Bark Life Inc Resort and Daycare will attempt to contact the Pet's owner and/ or emergency contact if their Pet becomes ill or injured or if the state of the Pet's health otherwise requires professional attention. Owner authorizes Bark Life Inc Resort and Daycare to obtain medical attention for the Pet from any qualified veterinarian and to transport the Pet to and from that veterinarian when Bark Life Inc Resort and Daycare deems such medical care is important to the Pet's health. Owner grants Bark Life Inc Resort and Daycare and/or its employee's full power of decision making involving the medical treatment of the Pet. All expenses shall be paid by the Owner in full before the Pet is released and/or transported to a veterinarian. This applies to any claims for injuries or damages related to such medical care or transport. In the event of a Pet's death the owner will be contacted immediately; if the owner is unreachable Bark Life Inc Resort and Daycare will notify their emergency contact.
- **Natural Disasters:** Bark Life Inc Resort and Daycare will not be held responsible for any injuries, escape, or death due to acts of nature such as Fire, Tornadoes, or Hurricanes. Bark Life Inc Resort and Daycare will take responsible measures to ensure the safety of all the pets in their possession during a natural disaster. If time prevails, all efforts will be made to contact the Owner or emergency contact, before such an event, so arrangements can be made for pick-up for the safety of their Pet(s).
- **HURRICANE WAIVER:** In the event of a hurricane at its premises in Seminole, Florida, Bark Life Inc Resort and Daycare will not be responsible for the safety and well-being of pet(s) during the hurricane. Accordingly, once the issuance of a hurricane warning covering Pinellas County, Florida, Owner agrees to remove pet(s) from Bark Life Inc Resort and Daycare premises. Should Owner fail to do so the Emergency contact will be contacted. If no one comes to pick up your pet(s) before the storm, the Owner is responsible for additional fees (to be determined) to compensate for Emergency Pay For Attending Employee's. Once the storm passes, if it is safe to do so and Bark Life Inc Resort and Daycare is in a normal operating condition, your pet(s) can return to premises and resume normal care. Bark Life Inc Resort and Daycare cannot and will not guarantee the safety of pet(s) and Owner expressly assumes any and all risks to pet(s) related to or arising from its care from Bark Life Inc Resort and Daycare during the hurricane, including transportation services, if needed, during the hurricane.

### Requirements:

- **A credit card deposit at the time of booking of 20% of the total price.**
- Proof of current vaccinations are required at time of booking. 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 dogs must be up-to-date on vaccinations for Rabies, Distemper, Bordetella and Canine Influenza (H3N2 & H3N8)
- In special cases a Titer 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 can be substituted, ask for availability and pricing. Nail trims can be added for an additional \$15. Exit Bath Pricing is as follows:

Coat type:	Toy (0-5lbs)	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	\$20.00	\$22.00	\$24.00	\$35.00	\$45.00	\$55.00

**Peak/Holiday periods include:**

- December 17th – 31st
- January 1st – 2nd
- March 15th - 31st
- April 16th – 18th
- May 22nd - July 6th
- September 4th – 8th
- November 19th – November 30th

**Cancelation 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, so 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.

**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 accepted but given at our discretion for the safety of our guest (your pet). We have bowls provided for all our Resort guests so there is no need to bring any unless your pet(s) need a slow feeder.

**Property Damage:**

**Bark Life Inc. reserves the right to charge an additional property damage fee to owners whose dog(s) have damaged any of our rooms at our discretion.**

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:**

**Check-in time: Monday to Friday 9am - 7pm, Saturday and Sunday 9am - 5pm**

**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\*

**Late Pick-up/Abandonment:** Owner understands and agrees that if their Pet is not picked up by the end of the business day, Bark Life Inc Resort and Daycare is authorized to take whatever action is deemed necessary for the continuing care of their Pet and Owner agrees to pay for any costs associated with continued care. ABANDONMENT: Owner acknowledges that Owner has hereby been notified by Bark Life Inc Resort and Daycare that if Pet has not been retrieved, by Owner, within ten (10) days of Pet's scheduled pick-up date, then Bark Life Inc Resort and Daycare may deem Pet "abandoned" as described in Section 705.19, Florida Statutes. Bark Life Inc Resort and Daycare may then relinquish custody of Pet to a new owner, rescue or the nearest Humane Society, or take other action as permitted by Florida Law. Despite any such abandonment, Owner will remain liable to Bark Life Inc Resort and Daycare for all unpaid services and care charges, as well as, all fees and expenses associated with removal of Pet. Owner is further liable for any attorney's fees and costs incurred by Bark Life Inc Resort and Daycare in collection of any such charges.

**Club Bark Life Daycare**

**Reservations are needed;** 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 your pet(s) and our 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 the first two series of vaccinations, including a Bordetella vaccine.
- All 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 at least 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. It is at the discretion of our daycare manager to determine whether daycare is a safe environment for your dog(s) if they are unaltered at any point.

• **Pass Daycare evaluation.**

**Daycare temperament tests are done Monday-Friday at 9 am, 10 am or 11 am**

**DayCare Hours:** 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.

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**ARBITRATION:** This Agreement contains the entire agreement between the parties. All terms and conditions of this Agreement shall be binding on the heirs, administrators, personal representatives and assignees of owner and Bark Life Inc. Any controversy or claim arising out of or relating to this Agreement, or breach thereof, or as the result of any claim or controversy involving the alleged negligence by any party to this Agreement, shall be settled in accordance with the rules of the American Arbitration

Association, and judgment upon the award rendered by an arbitrator may be entered in any Court having jurisdiction thereof. The arbitrator shall, as part of the award, determine an award to the prevailing party of the costs of such arbitration and reasonable attorney's fees of the prevailing party. The arbitrator(s) shall apply Florida law to the merits of any dispute or claim, without reference to conflicts of law rules. The parties hereby consent to the personal jurisdiction of the state and federal courts located in Florida and agree that such courts shall have the sole and exclusive jurisdiction for any action or proceeding arising from or relating to this Agreement or relating to any arbitration in which the parties are participants. The parties understand that by signing this Agreement that they will submit any claims arising out of, relating to, or in connection with this agreement or the interpretation, validity, construction, performance, breach or termination thereof, to binding arbitration, and that this arbitration clause constitutes a waiver of the party's right to a jury trial and related to the resolution of all disputes relating to all aspects of the relationships between the parties.

**COMPLIANCE:** Owner agrees to comply with the published policies of Bark Life Resort and Daycare which may be revised from time to time, with or without notice. In the event there is a discrepancy, this Agreement shall supersede the contents of the House Rules.

**Payment For All Services** is to be paid in full at check-out. We accept Visa, Mastercard, Discover, and American Express. **If you choose to pay cash, a credit card is still required to be on file.**