

Bark Life Rules and Requirements

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

New Years Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. On these dates, a two-night minimum stay is required. Even though 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 10am – 4pm

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

Bark Life DayStay Hours: *Monday – Sunday 7am – 8pm *Saturday & Sunday Pick-up after 4 is by appointment only

Bark Life Grooming Spa Hours: Monday – Saturday 9am – 5:30pm (Closed major Holidays)

Reservations: When you submit a Stay, Play or Grooming reservation 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.

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 4pm and 8pm you must make a pick-up appointment
- You will be charged an overnight fee = to the cost of the Suite given in addition to the DayStay charge
- Guest must of previous temperament testing before they can attend group play but private play can be added. The guest will still get their exercise/potty breaks even without testing
- DayStay is not available for Holiday/Peak periods. See those dates below

Resort Stay/Boarding

Bark Life Resort Suites can only be guaranteed if the reservation is confirmed in advance. A reservation can only be confirmed if the following is on file:

- A credit card deposit at the time of booking. During Non-Peak/Holiday periods, a one-night deposit is required and during Peak/Holiday periods, a 50% deposit is required (2 night minimum).
- Proof of current vaccinations. Absolutely no Pet Guest, for any service, will be admitted without current vaccines. 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 Titters pets contact any illnesses. Titters pets can-not play in group daycare for their own safety, private play can be scheduled.
- Signed copies of Bark Life Inc House Rules, Client Agreement, and Dog/Cat Guest Profile Forms.
- Prior to extending a boarding, current balance must be paid in full.

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. Daycare will be closed on the following Holidays: New Years Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Grooming

Reservations/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. We can add grooming to your pets stay at the resort.

CANCELLATION POLICIES:

DayStay:

All No-shows and Cancellations within 24 hours of the reservation will forfeit their 50% deposit

Grooming:

Credit Card Must be on file even if you're paying cash. All No Show and Same Day Cancellation appointments will be charged a \$25 non-refundable charge

Resort:

- **Non-Peak/Holiday** – Cancellations that occur within **three (3) days prior to check-in**, for Non-Peak/Holiday periods, will result in **forfeiture of your one (1) night deposit**. To avoid the forfeiture of your one (1) night deposit, please cancel Non-Peak/Holiday reservations at least three (3) days prior to arrival with us.
- **Peak/Holiday** – Cancellations that occur within **five (5) days prior to check-in**, for Peak/Holiday periods, will result in **forfeiture of your 50% DEPOSIT**. To avoid the forfeiture of your 50% deposit, please cancel Peak/Holiday reservations at least five (5) days prior to arrival with us.
- **Peak/Holiday periods include:**
 - **2019:** July 1st- 8th / August 30th- September 3rd / November 22nd – December 1st / December 19th – January 2nd 2020
 - **2020:** January 1st – 2nd / April 10th – 13th / May 22nd - July 6th (peak) / September 4th – 8th / November 19th – November 30th / December 17th – January 4th 2021
 - This includes a “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 and the reservation cancelled, and deposit forfeited.

Arrivals and Departures:

For Daycare and Resort Guest being serviced outside of Concierge hours is available, but for the safety of our staff, is **strictly by appointment only** and will incur additional fees.

Early arrivals 6 am – 7am Any Pet Guests Checked in between these hours will incur an early drop off fee of \$20.00. This charge is due to the fact that the Pet Guest and Club Bark Life dogs will be put in a temporary suite until the full staff arrives at the normal time. This results in additional cleaning and sanitization of that suite.

Check-out time for Resort Guests is 11am

All Pet Guests picked up after 11am will incur a late charge of \$25. Late Pick-Up after 3pm will be charged for an additional night.

Last pick-up for all Pet Guests staying at the Resort is 7pm Monday – Friday and Saturday and Sunday *4pm

**Saturday & Sunday 4pm-8pm pick-up is by appointment only*

Club Bark Life Daycare Checkout:

Any Pet(s) that is/are not picked up by 7:15 pm Can 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 be cared for as all resort guest are cared for. If Pick-up happens between 7:15pm-8pm a \$20 fee will be added due to staff overtime.

Check-out Baths: (No De-matting- Full Grooming can be scheduled)

Required after a 3 day stay or more. 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 stay healthy and happy. 1 free check-out bath after a 10 day stay or more. 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 Coat	\$14.00	\$16.00	\$20.00	\$24.00	\$32.00	\$40.00
Long Coat (single)	\$16.00	\$18.00	\$22.00	\$36.00	\$35.00	\$45.00
Thick or Double Coat	\$18.00	\$20.00	\$24.00	\$32.00	\$40.00	\$50.00

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 guest 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.

Bark Life Inc Resort and Daycare House 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 Owners expense. Bark Life Inc Resort and Daycare also requires that each pet guest found with fleas will receive a dose of Capstar, 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 pet's 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

Vaccination Requirements: For Resort, BL DayStay & Club Bark Life Daycare Only

- All dogs must be up-to-date on vaccinations for Rabies, Distemper, Bordetella and Canine Influenza (H3N2 & H3N8).
- All cats must be up-to-date for Feline Distemper/ Upper Respiratory, Feline Leukemia and Rabies
**Titers exceptions dog & cat

You must provide Bark Life Inc with an official Vaccination Certificate signed by your Veterinarian. Bark Life Inc reserves the right to refuse service to any dog if they are not up-to-date for Rabies, Distemper, Bordetella and Canine Influenza (H3N2 & H3N8); as well as any cat not up-to-date on Feline Distemper, Leukemia and Rabies. We will not accept vaccinations done by clients or breeders. **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 Titers pets contact any illnesses. Titers pets can-not play in group daycare for their own safety, private play can be scheduled.

- **All dog guests** 16 weeks (4 months) and older must provide proof of current vaccinations. Titers are accepted with proper documentation at our discretion. Titers is only accepted for the resort, not daycare
- Puppies must be at least 12 weeks of age and have completed the first two series of vaccinations, including the bordetella vaccine.
- Vaccination documentation must be confirmed (3) days prior to check-in for Non-Peak/Holiday periods and (5) days prior for Peak/Holiday periods.
- **All cat guests** 16 weeks (4 months) and older must provide proof of current vaccinations. Titers are accepted with proper documentation at our discretion
- All cat guests must be spayed and neutered.
- **Vaccination documentation must be confirmed (3) days prior to check-in for Non-Peak/Holiday periods and (5) days prior for Peak/Holiday periods.**

Club Bark Life Daycare Requirements:

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.
- Meet published vaccination standards.
- 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.
- Lunch can be fed

Food

Pets are fed twice daily – in the morning and evening. However, we can also accommodate lunchtime feedings. Bark Life Inc Resort prefers that you provide your pet's food, as to not upset your pet's stomach. Please put each feeding in separate Ziploc bags, labeled with the pet's name and write breakfast-lunch-dinner if there is a difference in them. *If your pet's food is not individually bagged, there will be a \$5 a day charge added for handling.* 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! *Owner Provided Raw or Dehydrated feeding: We will keep your pet's food frozen and it will be properly thawed and fed as directed. There is a \$5 a day charge for prep and cleaning time

Bedding/Belongings

Bark Life Resort provides clean and comfortable raised bedding for your pet(s). A clean shirt, pillow or blanket with no holes or strings hanging, is allowed. 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. Other toys/chews *may* be accepted but given at our discretion for the safety of our guest (your pet). Bark Life Resorts concierge will write the guest name on all of their belongings.

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.

Property Damage

Bark Life Inc Resort 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, televisions, etc. To avoid the potential of any unexpected fees, Bark Life Inc Resort 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

Pre-paid Club Bark Life Packages

Daycare - 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.

Boarding – Bark Life Inc Resort offers a Pet Guest boarding ten (10) consecutive days or longer a 10% discount off the nightly rate. Additional Pet Guests from the same family that are sharing the same suite will receive a 20% discount off the nightly rate.

Payment

Payment in full is due at check-out. We accept Visa, Mastercard, Discover, and American Express. **We do not except checks.** If you choose to pay cash, a credit card is still required to be on file

EXTENDED STAY PAYMENTS

Stays exceeding two (2) weeks require payment of services after the first two (2) weeks of the stay, and then at the end of each week thereafter. Client must maintain a valid credit card on file to be charged accordingly.

Client Signature: _____ **Date:** _____ **Name**
(Please Print): _____ **Pet's Name:** _____