

## Pick-Up and Drop-Off Policies and Procedures

This Pick-Up and Drop-Off Policies and Procedures Form ("Form") is entered into by and between **Dog River Retreat LLC** ("Company") and the undersigned pet owner ("Client") as of the date of signature below.

### 1. Pickup and Drop-Off Service

- **Pickup Service:**

Company provides pickup service directly from the Client's residence. Pickup is available between **7:00 AM** and **8:30 AM**. In order to facilitate a timely and secure pickup, Client agrees to provide access to their home via a garage code, hide-a-key, or lockbox.

If Company is unable to access the Client's home within **10 minutes** of arrival, and no response is received from Client, the Client will be charged a **\$40 fee** (or the full cost of daycare services, whichever is greater) for a late cancellation. Clients are responsible for ensuring that their dog has been fed and has had an opportunity to relieve itself prior to pickup.

- **Drop-Off Service:**

Drop-off services occur between **1:15 PM** and **2:30–3:00 PM**. If Company is unable to successfully drop off the Client's dog within **10 minutes** of arrival and no response is received from Client, the Client will incur a charge for a **night of boarding**, and the dog will be kept overnight at the Company's facility. Company will take all reasonable steps to avoid this situation.

### 2. Time Windows and Estimates

- All pickup and drop-off times provided are **estimated** and subject to change due to varying factors, including but not limited to traffic, route adjustments, and unforeseen delays. While Company will make reasonable efforts to adhere to the estimated time windows, it cannot guarantee an exact time for pickup or drop-off.

### 3. Cancellation Policy

- Clients must provide **at least 24 hours' notice** to cancel any scheduled pickup, drop-off, or daycare service. If cancellation is not received within this time frame, Client will incur a **\$40 cancellation fee** for daycare services or a **\$60 cancellation fee** for overnight boarding services. This policy allows the Company to offer the available spot to other clients.

### 4. Assumption of Risk and Waiver of Liability

- By signing this Form, Client acknowledges and agrees to the following:
  - a) Client accepts full responsibility for any risks associated with their dog's participation in Company services, including but not limited to pickup, drop-off, and transport to and from the Company's facility.
  - b) Client acknowledges that risks may include, but are not limited to, escape, injury to the dog, injury to others, and damage to property, which may occur during transport, while at the Company's facility, or during any activities in which the dog participates.

c) Client agrees that, in the event of any incident involving injury, loss, or damage, the Client may waive their right to bring legal action against Dog River Retreat LLC. This waiver includes any claims arising from the activities covered by this Form, including but not limited to the pickup, drop-off, and transportation services provided by Company.

d) Client affirms that they have had the opportunity to read, understand, and fully accept the terms and conditions of this Form and any associated waivers. By signing below, Client agrees to be legally bound by the terms and conditions outlined in this Form.

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**Acknowledgment and Signature**

I, the undersigned Client, confirm that I have read, understood, and agree to the terms of this Pick-Up and Drop-Off Policies and Procedures Form. I acknowledge that by signing this document, I am waiving certain legal rights, including my right to file a lawsuit against Dog River Retreat LLC under the conditions outlined herein.

**Client's Full Name:** \_\_\_\_\_

**Dog's Name(s):** \_\_\_\_\_

**Signature of Client:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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Signature of Owner

Date