

## **Pick up & Drop Off Policies and Procedures Form**

Dog River Retreat LLC does not allow client drop-off or pickup from our location. Instead, we pickup and drop-off directly to your home.

Morning pickup begins at 6:30am and ends around 8:30am. We require some system that allows us entry with or without you having to be there, such as a garage code, hide-a-key, or lockbox. If we are unable to pick your dog up after 10 mins of arriving at your home with no response, you will be charged \$30 (or cost of daycare service) for a late cancellation.

Afternoon drop-off begins at 3:00pm and ends around 5:00pm. If we are unable to drop your dog off after 10 minutes at your home with no response, the owner will be charged for a night of boarding and your dog will stay comfortably overnight at our farm. We will do whatever we can to avoid this to a reasonable extent.

Pickup and drop-off time windows are only an estimate. We cannot guarantee an exact time for any customer for picking up or dropping off due to changing traffic, clients and routes driven.

Any cancellation must be made a minimum of 24 hours in advance so that we can give your spot to another client. If we do not receive 24 hours notice, you will incur a charge of \$30 for daycare dogs and \$50 for overnight dogs.

### **Warning**

By signing this document, I acknowledge that if my dog is or I am hurt or property is damaged during my dog's participation activities at Dog River Retreat, LLC, including but not limited to pick up and drop off and the car ride to and from the property, I may be found, by a court of law, to have waived my right to maintain a lawsuit against Dog River Retreat, LLC on the basis of any claim from which I have released them herein. I have had sufficient opportunity to read and fully understand this entire document and I agree to be legally bound by its terms.

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Signature of Owner

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Date