

Terms and Conditions

This is a required form for all Barktown participants receiving services.

EMERGENCIES

First and foremost, the safety and well-being of your pet(s) is the highest of importance. We do our best with pre-existing health conditions and screening the dogs upon arrival and departure, but some factors may be beyond our control. If a medical emergency arises while your dog is at our facility, it’s imperative that we get them immediate medical care at the first available veterinary office capable of handling the present emergency. The owner will be contacted once medical treatment has been secured for the dog.

UNEXPECTED PASSING

It’s extremely rare for a dog to pass away suddenly from a health issue (i.e. heart failure), but it can happen. This is why we ask extensively about prior health history or existing conditions before caring for your dog. If for any reason your dog passes away suddenly while within our care, we will contact you immediately for further action. If we cannot contact you, we will take your dog to their veterinarian’s office (or best facility available) to be kept until further notice. This is why we STRONGLY suggest emergency contact information.

\_\_\_ I authorize Barktown to give my dog immediate medical attention if needed.

HEALTH & PREVENTION

Barktown relies upon client’s representation that their dog(s) is healthy, vaccinated, on prevention, and disclosed any preexisting health conditions.

* All dogs must be up to date on all vaccinations and must be administered by a licensed veterinarian – Rabies, Parvo-Distemper, Bordetella at least 10 days prior to entering the facility.
* All dogs must be on flea/tick and heartworm prevention. If we discover fleas, ticks, or worms during their stay with us, we will treat the dog as needed and charge accordingly (Capstar or flea bath) and notify the owner upon pick-up. Barktown will need evidence of prevention before confirming next booking.
* All dogs with previous health history or preexisting conditions must disclose such information to Barktown to be kept on their personal profile.

LIABILITY

Barktown does an extensive behavioral evaluation of each dog that enters the facility or participates in group play. We prioritize the safety of all client dogs when in a social setting and match their “buddies” according to their personality and play style. We also go to great lengths to make sure equipment, toys, and activities are safe for the dogs. However, in rare instances, accidents happen.

\_\_\_ Therefore, I understand that Barktown will not be liable, financially or otherwise, for injuries to my dog while my dog is participating in daycare/group play services provided by Barktown. I further understand that I am solely responsible for harm or damage caused by my dog while my dog is attending any services provided by Barktown.

BITE PROTOCOL

**Also includes undesirable behaviors that compromise the safety of our staff such as, chronic jumping and humping**

Reasons for biting/undesirable behaviors aren’t always linked to aggression or fear, but sometimes out of excitedness or overall anxiety. For example: pent up energy and lack of exercise for a high energy dog may lead to over excitedness and erratic behavior. For some dogs, we understand that with some alterations to their routine, placement within the facility, and handling can decrease potential bite risk to the staff member handling the dog.

In other cases, a dog is either uncomfortable or anxious within a multi-dog environment, or not responsive to our proactive adjustments to create a safer handling experience. When this happens, we like to be very transparent about our process and the steps taken to make sure that not only is your dog safe and comfortable, but our staff can handle them safely as well.

**Level 1:** When the dog injures / bites a staff member, we create an incident report with the date, where and when, which staff member was handling them, photos, and what led to the incident. We share this information with the owner, so they are aware that the incident occurred.

**Level 2:** Second offense, we create another incident report with all details listed above and share that information with the owner. At this point, we like to discuss ways to work together on how to decrease the likelihood of another incident by adjusting their routine / handling, etc. (if possible).

**Level 3:** If we cannot find a resolution, the dog is not improving with proactive adjustments, or we feel that your dog isn’t benefiting from staying in the Barktown environment, we will then recommend in home care or other alternatives.

Please keep in mind that Barktown will always prioritize the safety of our dogs and humans to make sure everyone is happy and healthy. In our world, there are no “bad” dogs, but dogs that may require different levels of care to fulfill their needs.

We appreciate your help and cooperation.

PAYMENTS & CHARGES

* All bookings and services will be paid in full upon pick up.
* If dog is not picked up on time or by date specified on the booking, the owner will be financially responsible for the continued care of the dog.
* If dog runs out of food provided from home, owner will be responsible for any additional meals provided by Barktown.
* After a ‘no show’, a non-refundable deposit of 25% will be required for future bookings.
* Holidays require a 25% non-refundable deposit.
* DAYCARE MEMBERS with a card on file will be automatically charged by service / daycare day completed. All other purchases, credits, future services, etc. will be preauthorized prior to running the card.
* All boarding dogs that do not depart before noon on scheduled departure date will be charged a $15 daycare fee.
* If there is an outstanding balance over $100 in the client’s account, payment in full will be required before the next booking.
* Picking up or dropping off outside of lobby hours is discouraged but can be arranged if necessary, resulting in an additional $15.

\_\_ I understand my responsibilities for payments and charges

LOBBY HOURS

Monday – Friday 7:30 to 5:30 Closed: 12 – 2 pm

Saturday & Sunday 1 – 3pm