

CLEVELAND BED & BISCUIT

DOGGIE DAYCARE & BOARDING

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PURPOSE

THE PURPOSE OF CLEVELAND BED & BISCUIT DOGGIE DAYCARE & BOARDING IS TO PROVIDE A CAGE-FREE, SAFE, AND FUN ENVIRONMENT, AS WELL AS PROVIDE CARE AND SOCIALIZATION ACTIVITIES FOR YOUR DOG(S) WHILE YOU ARE AWAY.

HOURS OF OPERATION AND RATES

DAYCARE HOURS: TUE - FRI: 7:00AM – 6:00PM

SAT/SUN/MON/HOL: CLOSED

DAYCARE RATES: FULL DAY = \$30 **IF PICKED UP AFTER 6:00PM A \$10 LATE CHARGE WILL BE ADDED*
HALF DAY = \$20 (5 HOURS OR LESS)

DAYCARE PACKAGES: (*ARE NON-REFUNDABLE & WILL EXPIRE AFTER 1 YEAR FROM THE PURCHASE DATE*)

\$190 (10 HALF DAY PACKAGE)

\$270 (10 FULL DAY PACKAGE)

\$500 (20 FULL DAY PACKAGE)

\$640 (30 FULL DAY PACKAGE FOR CUSTOMERS WITH 2 OR MORE DOGS)

BOARDING DROP OFFS / PICKUPS:

TUE-FRI: 7:00AM – 5:00PM

SAT/SUN/MON/HOLIDAYS: 9AM-11AM

BOARDING RATES: \$50 / NIGHT/PER ONE DOG

\$55//NIGHT/ FOR DNM DOGS (DO NOT MIX DOGS)-DOGS THAT RECEIVE ONE-ON- ONE ATTENTION FROM STAFF AND THAT CANNOT BE INCLUDED IN PLAY GROUPS DUE TO AGE OR SPECIAL CONDITIONS)

\$35/NIGHT / PER EACH ADDITIONAL DOG (IN SAME SUITE)

***** BOARDING GUESTS MUST CHECK IN BEFORE 5PM. CHECK-OUT IS AT NOON DAILY.**
BOARDING GUESTS CHECKING OUT AFTER 12PM WILL BE CHARGED A \$30 DAYCARE FEE FOR EACH DOG.

INDIVIDUAL ENRICHMENT:

SNUGGLE TIME: \$10 (FOR A 15MIN SESSION OF ONE-ON-ONE AFFECTION TIME WITH PETTING, BELLY RUBS)

PLAY PAL: \$10 (FOR A 15MIN SESSION OF ONE-ON-ONE FETCH, TUG-A-WAR AND MORE)

REQUIREMENTS:

- ALL DOGS MUST BE CURRENT ON VACCINATIONS AND PREVENTATIVES: **RABIES, BORDETELLA, DHPP, LEPTOSPIROSIS, AND AN ANNUAL FECAL EXAM WITH NEGATIVE RESULTS.**
- ALL DOGS MUST BE SPAYED/NEUTERED.
- FOLLOWING BREEDS: AMERICAN PIT BULL TERRIER, AMERICAN STAFFORDSHIRE TERRIER, AMERICAN BULLY, STAFFORDSHIRE BULL TERRIER, DOGO ARGENTINO, CANE CORSO, BULL MASTIFF ARE NOT PERMITTED AT OUR FACILITY.
- TO BE INCLUDED IN DAYCARE PLAY GROUPS YOUR DOG MUST PASS A TRIAL SHOWING A GOOD SOCIAL BEHAVIOR AROUND THE OTHER DOGS AND STAFF.

Boarding Deposits and Cancellation Policies:

When reserving a boarding stay for your dog(s), we require a deposit equal to 3 overnight visits. If the boarding stay is less than 3 nights, then the customer will prepay for the whole stay.

We require at least 2 week notice for cancellations during holiday periods (New Year's, Spring Break, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas) and 48 hour notice for non-peak periods. If a reservation is not cancelled in the required timeframe, the customer will forfeit this deposit.

Deposits (for reservations cancelled in the required timeframe) are non-refundable but will be credited to the customer's account for a future visit (either daycare or overnight.)

We understand emergencies happen last minute; however, the boarding dates and times are specifically held for you and your dog(s), thus please understand that Cleveland Bed & Biscuit is turning down other clients in order to accommodate your boarding.

POLICIES, PROCEDURES AND DOG RELEASE, WAIVER OF LIABILITY, ASSUMPTION OF RISK AND INDEMNIFICATION AGREEMENT: (To ensure the safety and health of your dog(s), other guests, and staff, all guests must comply with the following policies):

- A current information/application packet and vaccination records must be received 48 hours in advance before attending Cleveland Bed & Biscuit Doggie Daycare and Boarding. It is your responsibility to notify staff of any changes or updates to your dog's information or vaccination status.
- All guests must be current on their vaccinations and preventatives 7-10 days prior to first day of reservation. (Rabies, Bordetella, DHPP, Leptospirosis, and annual fecal exam with a negative result). Owners are required to provide proof of vaccination requirements from their veterinarian.
- A systemic flea preventative must be applied no less than the manufacturer recommends for dogs attending. Heartworm preventative is required as prescribed by your veterinarian.
- **AGGRESSIVE DOGS.** Although we love and respect all dogs, due to the nature of our program and the safety of everyone including other dogs, aggressive dogs are not permitted to attend daycare or be boarded at our facility.
- Because we are a non-cage facility, your dog must be non-aggressive. Cleveland Bed & Biscuit Doggie Daycare & Boarding reserves the right to separate or refuse to accommodate your dog if such behaviors are displayed for the safety of staff and other guests.
- **Trial Day:** All dogs must schedule a trial (free of charge) when staff observe the dog's social disposition, temperament and behavior. Owners will be communicated with upon any behavior or incident that indicates their dog may not be appropriate for socialization with other guests.
- All guests must be free from stitches and/or any condition that could potentially jeopardize other guests.
- If any medical problems develop while your dog is in our care, after 3 attempts of calling owner or emergency contact, Cleveland Bed & Biscuit Doggie Daycare & Boarding staff will do whatever they deem necessary for the safety, health and well-being of your dog. As owner, you will be responsible for any and all expenses incurred in providing care for your dog.
- Cleveland Bed & Biscuit Doggie Daycare & Boarding staff will be onsite to care for boarding guests during the hours of daycare operation. Guests will be escorted to and remain in their private room during all times when staff is not available for immediate supervision.
- Owner must understand that our leash-free environment gives the dogs the opportunity to play in close physical contact (including nose-to-nose) with each other. Being pack animals, dogs play with their teeth and paws and can be unpredictable in nature.
- As a result, no amount of supervision, sanitation or personalized care from Cleveland Bed & Biscuit Doggie Daycare & Boarding can be 100% certain to prevent a dog from being injured or contracting an airborne virus or communicable disease. Owner understands that these risks are inherent to the services and hereby releases Cleveland Bed & Biscuit Doggie Daycare & Boarding, its employees or other agents, from any and all losses, damages, costs and expenses arising out of or in connection with any type of injury, communicable disease, damages related to such medical care or transport. Furthermore, the Owner agrees to be held solely responsible for any and all acts and behavior of said pet while in the care of Cleveland Bed & Biscuit Doggie Daycare & Boarding, including payment of costs for injury to staff or other animals or damage to facilities directly by the pet.
- Cleveland Bed & Biscuit Doggie Daycare & Boarding staff will inform owners of any diarrhea, coughing or sneezing noticed in any dog with the acknowledgement of the owner that Cleveland Bed & Biscuit Doggie Daycare & Boarding employees are not veterinarians and do not have backgrounds in animal medicine but do care to ensure the health and safety of your dog.
- Owners should inform staff of any symptoms noticed in their dog after attending Cleveland Bed & Biscuit Doggie Day Care & Boarding. A dog must be symptom-free before returning. If put on antibiotics for a contagious illness, they must wait at least five days before returning or follow vet recommendation if suggestion is longer.
- In order to maintain a sterile and clean environment for your pet, Cleveland Bed & Biscuit Doggie Daycare & Boarding does use some potentially harmful chemicals in the cleaning processes.

Chemicals are stored in locked cabinet and are not used in direct contact with any canine guest. Chemicals are always measured and diluted to guidelines provided by consultation with local veterinarian.

- All fees must be paid at the time of pick up. Checking out and picking up a guest will not be possible if owner does not pay the boarding fees at the time of pick up. If the boarding period is longer than 10 days, then the owner is required to pay at drop-off time 50% of the total boarding price.
- The Owner and his/her other representatives or agents (the "Releasers") hereby release and hold harmless Cleveland Bed & Biscuit Inc. dba Cleveland Bed & Biscuit Doggie Daycare & Boarding ("Releasees") and their employees, representatives, agents or officers from and against ANY AND ALL INJURY, LIABILITY, CLAIMS, LITIGATION, ACTIONS, SUITS, COSTS, LOSSES, DAMAGES, EXPENSES OR DEMANDS (including reasonable attorney's fees) OF EVERY CHARACTER WHATSOEVER on account of, arising out of, resulting from or relating in any way to (i) any act or omission of the Releasees, including negligence and work accidents, and (ii) my or my dog's participation in activities at Cleveland Bed & Biscuit Doggie Daycare & Boarding, or otherwise. I FURTHER AGREE TO INDEMNIFY, SAVE AND HOLD HARMLESS the Releasees from any claims, litigation, actions, suits, damages, costs, attorney's fees, losses or injuries as the result of any such claim. I AGREE THAT THIS RELEASE SHALL BE BINDING ON ME AND MY SUCCESSORS, HEIRS, LEGAL REPRESENTATIVES AND ASSIGNS. I ALSO EXPRESSLY AND FOREVER RELEASE CLEVELAND BED & BISCUIT DOGGIE DAYCARE & BOARDING FROM ANY DUTY TO PROTECT ME OR MY DOG(S) FROM INJURY OF ANY KIND, AND AGREE THAT EVEN IF CLEVELAND BED & BISCUIT DOGGIE DAYCARE & BOARDING CHOOSE TO IMPLEMENT SAFETY PRECAUTIONS, SUCH ACTIONS SHALL NOT ALTER THE FACT THAT I HAVE RELEASED CLEVELAND BED & BISCUIT DOGGIE DAYCARE & BOARDING FROM ANY DUTY TO PROTECT ME OR MY DOG(S). I ALSO RELEASE RELEASES FROM ANY LIABILITY OR RESPONSIBILITY FOR ANY VETERINARY RESPONSIBILITY OR CARE OF MY PET FOR ANY REASON. I HAVE READ AND FULLY UNDERSTAND THE TERMS OF THESE POLICIES, PROCEDURES AND DOG RELEASE, WAIVER OF LIABILITY, ASSUMPTION OF RISK AND INDEMNITY AGREEMENT" (THE "AGREEMENT") AND UNDERSTAND THAT I HAVE GIVEN UP SUBSTANTIAL RIGHTS BY SIGNING IT AND HAVE SIGNED IT FREELY AND VOLUNTARILY WITHOUT ANY INDUCEMENT, ASSURANCE OR GUARANTEE AND INTEND IT TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO THE GREATEST EXTENT PERMITTED BY LAW AND AGREE THAT IF ANY PORTION OF THIS AGREEMENT IS HELD TO BE INVALID OR UNENFORCEABLE, THAT THE REMAINDER OF THIS AGREEMENT SHALL REMAIN IN FULL FORCE AND EFFECT.
- **By signing below, I certify that I have read and understand the Cleveland Bed & Biscuit Doggie Daycare & Boarding policies as written and accept all terms, conditions, and statements of this agreement.**

• **Owner's printed name:** _____

• **Owner's Signature:** _____

• **Date:** _____