

 **THE BARKING LOT** 
CUSTOMER AGREEMENT

5890 Lamar St.
Arvada, CO 80003
303.420.5388

www.thebarkinglotarvada.com

Services. We agree to provide the requested services to your Dog. We will exercise reasonable judgment as we provide the services.

Payment for Service. You agree to pay us for all services we provide to your Dog during each visit at the rates set forth at the start of your visits. Prices are subject to change without notice. Charges begin the day you leave your Dog. If you do not pay your bill in full at check-out, your pet will be returned to you. However, you understand that you will remain liable for all charges incurred during your pets stay, and The Barking Lot reserves the right to collect any unpaid balances.

Emergency Contact. You must provide an adult over the age of 18, as you your Emergency Contact (Agent). Your agent must also be someone other than the Pet Parent(s). If we cannot reach you, you authorize us to contact the individual designated as your Agent. You agree that your Agent will have your full and complete authority to make all decisions, including those related to the health of your Dog and the expenditure of funds, for or on behalf of you and your pet.

Dog Health and Behavior. We reserve the right to refuse to accept a Dog at check-in for any reason, including without limit, if it appears to us the Dog is sick, injured, in pain, or that its behavior could jeopardize the health or safety of other Dogs or our staff.

- No Dog can stay with us unless the Dog is healthy and we have confirmation from a licensed veterinarian or approved designee that the Dog has received all vaccinations required by The Barking Lot.
- If at any time your Dog is found to have fleas or ticks, we may provide the appropriate flea or tick removal treatment, and you authorize us to provide such service at your additional expense.
- We accept Dogs who require routine medications when the prescription or supplement is provided in the original container, and with written instructions are provided by the Pet Parent, we are not able to administer injections nor care for acutely ill Dogs.
- You represent that to the best of your knowledge, your Dog has not been exposed to Rabies, Distemper, or Parvovirus within 30 days prior to beginning its stay with us.
- If your Dog has been treated for a contagious illness, we cannot accept your Dog for at least two (2) weeks after treatment has been completed and a statement of health is obtained from a licensed veterinarian.
- You acknowledge that we may be required to contact appropriate authorities if your Dog bites another Dog or any person.
- You understand that your Dog will be monitored while at play, but there are inherent and potential risks between humans and dogs, as well as between your Dog and other Dogs and injuries such as scrapes and cuts may occur. Injuries that are more serious cannot be predicted and you recognize and accept all risks and responsibility involved in such activity, including but not limited to veterinary expenses.
- You acknowledge and agree that in the unlikely event your Dog becomes ill or injured, or if your Dog has a pre-existing condition which is aggravated by its stay, and requires professional attention we will attempt to notify you or your Agent at the telephone numbers you provide on the reverse side. If we cannot reach you or your Agent, The Barking Lot at its sole discretion, may engage the services of a veterinarian and/or administer medicine or give other necessary attention to your Dog, and you authorize us to provide any such service at your additional expense.

In cases we believe to be critical, we may take your Dog to the veterinarian first before trying to contact you. If you refuse medical treatment for your Dog, you must immediately pick up your pet. If we cannot reach you or

FOR EMPLOYEE USE ONLY

Pets Name:

Breed:

Pet Parents (Last Name):

Pet Parents (First Name):

your Agent, we will make healthcare decisions for your Dog based on the recommendations of available professionals, with the Dog owner 100% responsible for associated costs and fees.

Contact with Other Dogs. While your Dog is staying with us, he or she will come into contact with other Dogs.

- Every effort will be made to ensure the safety of our guests by enforcing strict restrictions on Dog as set forth in The Barking Lot's procedures.
- You acknowledge and agree that in the unlikely event your Dog is injured while at The Barking Lot by another Dog. YOU RELEASE THE BARKING LOT AND ITS AGENTS FROM ANY LIABILITY FOR SUCH INJURY.
- If your Dog is responsible for injuring another Dog you may be held responsible for any injury to the other Dogs as well as your own Dog. YOU RELEASE THE BARKING LOT AND ITS AGENTS FROM ANY LIABILITY FOR SUCH INJURY.
- Communicable diseases: all Dogs coming into The Barking Lot are required to be vaccinated. However, it is still possible for a Dog to become ill, even if vaccinated. You understand this risk and agree that The Barking Lot is not liable for any illness suffered by your Dog during or after its stay, including but not limited to Tracheobronchitis (Canine Cough).
- You understand that if under unfortunate circumstance that your Dog dies while in the care of The Barking Lot, the staff will deliver your Dog to the veterinarian listed on the application form to be held for instructions from you. If the veterinary practice is not available you hold your Dog, it will be delivered to an appropriate practice at the discretion of The Barking Lot

Your representations to us. You represent to us that you are the owner of the Dog and that you are fully authorized to enter into this Agreement. All of the information about you and your Dog in this Agreement is true, accurate and complete. In a custody dispute, we will exercise reasonable judgment based on the known facts and we may, in our sole discretion, require proof of ownership, a written property settlement agreement or court decree.

- To the best of your knowledge, your Dog has no illness, injury or behavior problem (including aggressive or biting behavior) that has not been disclosed to us.
- You will disclose in a continuing basis and all medical or other conditions or behavioral issues that may affect or limit your Dog ability to participate in social nature/ play time while at The Barking Lot.
- You agree to indemnify and hold us harmless, from and against all loss, damage or expense, including attorneys' fees, resulting from misrepresentations by you or your representatives or resulting from your Dog's stay including, without limitation, any person claiming to be the owner of your Dogs and any person claiming damage or injury by your Dog.

Miscellaneous Provisions. This written Agreement constitutes our entire and only agreement and there are no oral agreements or understandings except as provided for in this Agreement.

- This Agreement shall bind us and our assigns and you and your heirs and assigns.
- The law that applies to the Agreement is the law of the state of Colorado and the municipal laws of Arvada. If there are disputes that result in litigation, the courts of the state of Colorado and municipality of Arvada have exclusive jurisdiction.
- You agree to allow The Barking Lot to use your Dog's name and any image or likeness of your Dog while at The Barking Lot in marketing or advertising, illustrations and promotional materials at no cost.
- You understand that participation in playtime is at the discretion of the staff of The Barking Lot and that your Dog may be separated from playgroups as required.
- A Dog may not be left at The Barking Lot after the scheduled pick up day and time without communication or instruction regarding pick up from you or your Agent. A Pet will be considered abandoned without communication after 7 days from the scheduled pick up time and by default, The Barking Lot will become its legal guardian. The Barking Lot will determine whether to rehome the Pet or relinquish it to a shelter of its choice.

You have read this entire Agreement, you have had the opportunity to discuss it with us to your satisfaction, and you agree to its terms.

Signature: _____ **Date:** _____

 **THE BARKING LOT** 
POLICIES & RULES

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 **DAYCARE & BOARDING RULES:**

- To ensure a positive experience for everyone, every new Dog must pass a scheduled trial day Monday-Friday checking in before 10 am to determine whether they get along with different types of Dogs. This evaluation is ongoing while they are at daycare.
- For the safety of all of our clients, The Barking Lot reserves the right to refuse service or isolate a Dog due to behavior problems.
- All Dogs must be in good health with documentation of vaccinations (Rabies, Distemper and Bordatella). Bordatella, must be current within six months.
- All Dogs must be wearing a collar with a current Rabies tag, as well as an identification tag. No choke chains, corrective collars, or harnesses allowed. We encourage all Dogs to wear a quick release collar for safety reasons.
- All Dogs must be spayed or neutered by 6 months of age.
- Owners are responsible for the actions of their Dogs.
- Morning $\frac{1}{2}$ day pick up is NO LATER than 1:00 pm.
- Afternoon $\frac{1}{2}$ day drop off is NO EARLIER than 1:00 pm.
- All Dogs boarding, must bring their own food in a resealable plastic container.
- All Dogs must be on a leash when entering or leaving the building.
- Dogs must not be able to jump a 5-foot fence.
- **All Dogs must be non-aggressive towards people or other Dogs.** You must notify The Barking Lot of any aggressive behavior that their Dog may have exhibited.
- If veterinary services are required during your pets stay, you will be 100% responsible for the costs and fees associated with the vet visit.
- You understand that your Dog will be monitored while at play, but there are inherent and potential risks between humans and Dogs, as well as between your pet and other Dogs, and injuries such as scrapes and cuts may occur. More serious injuries cannot be predicted and I recognize and accept all risks and responsibility involved in such activities, including but not limited to veterinary expenses.
- Personal Items- Do not bring items with your Dog that are valuable or irreplaceable. The Barking Lot is not responsible for loss or damage to any personal items or toys left with your Dog.

 **NAPTME:**

There is a daily naptime (for roughly 1 hr.) between 12:00- 1:00 pm. The naptime is necessary to ensure that your Dog does not get over stimulated (especially important for Puppies), over tired, hungry, or grumpy by evening. You are welcome to bring lunch, snacks, or treats, to be given at this time.

 **HOURS:**

- Business hours are from 7 am-7 pm Mon-Fri for daycare, and boarding, with grooming hours by appointment only. Weekend hours (for boarding only) include drop off and pick up times of 9:00 am-11:00 am and 3:00 pm- 5:00 pm both Saturdays and Sundays.
- Our full service-grooming salon is open Tues-Sat between 9 am-5 pm **by appointment only**; please call to schedule your appointment.
- Reservations are required for boarding and grooming. Cancellations less than 24 hours in advance will be charged.

- A cancellation fee of equal to 1 night may be charged if your reservation is not cancelled 24 hours in advance for overnight boarding.
- Holiday and high volume times (e.g. Spring Break, Thanksgiving, and Christmas) the cancellation policy is within 5 days. Notice will be given when the 5-day policy is in effect and the cancellation fee is raised to the charge for 2-nights.
- During holiday and high volume times, we will require a credit card deposit of two nights boarding cost to confirm your boarding reservation.
- **Late daycare pickup (after 7 pm) will be charged \$1.00 per minute up to 7:15 pm. After 7:15 pm, your Pet will be boarded overnight at our boarding rate of \$37.00.**

Pet Parent Signature

Date

Pet Parent Name – please print

Home Phone

Address (Street or Mailing Address)

Cell Phone

Address (City, State, Zip Code)

E-mail Address: _____

Agents* who can act on your behalf for all purposes under this Agreement:

Agents Name: _____

Home Phone: _____

Relationship to Pet Parent: _____

Cell Phone: _____

Agents Name: _____

Home Phone: _____

Relationship to Pet Parent: _____

Cell Phone: _____



CUSTOMER & PET INFORMATION FORM

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Owner's Name: _____ Date: _____

Please share your email with us to receive vaccine updates, and special discounts.

Email: _____

Address: _____

City / State: _____ Zip Code: _____

Phone number(s): _____

Additional Owner's Name (If applicable): _____

Phone Number: _____ Email Address: _____

Authorized Agent

Contact Name: _____ Cell Phone: _____

How did you hear about us?

Veterinarian: _____ Phone: _____

Dog's Name: _____ Age: _____

Breed: _____ Color _____ Sex: _____

Is your Dog neutered / spayed? _____

Any special conditions / instructions / medication?

Is your Dog current on his / her vaccinations? (Bordatella must be current within 6 months, Distemper, and Rabies.): _____

Has your Dog ever shown any aggression toward humans or other animals?

Is your Dog fence aggressive? _____

Is your Dog protective of food or toys? _____

Can your Dog jump / climb a 5-foot fence? _____

Has your Dog ever attended daycare in the past? _____

Has your Dog ever attended any obedience / training classes? _____

If so, what kind? _____

Does your Dog have basic obedience skills? _____

What commands will your Dog respond too? _____

Is your Dog sensitive to loud noises? _____