

Terms and Conditions for Services Provided by Bow chika Wow Town

Entering our facility and using our services is your acknowledgement that you understand all our policies, procedures and requirements and agree to abide by them. You also accept our policies, procedures, and requirements may change and adapt to future needs and requirements of BcWT.

- 1) I represent to BcWT that I am the owner of the dog(s) and that I am fully authorized to enter into this Agreement. All of the information about me and my dog(s) in this Agreement is true, accurate and complete. I understand that BcWT relies on the accuracy of the information that I have provided.
- 2) From time to time, policy and procedure updates may occur; it is my responsibility to check for changes and updates. Updated versions of policy, procedure, protocol and agreements are always viewable on the BcWT website. I may be required to re-sign contracts periodically.
- 3) Proof of vaccinations must be provided on veterinarian letterhead confirming my dog(s) is current on Rabies, DHLPP, and Bordetella vaccinations. In addition, I agree that my dog(s) is on a scheduled monthly flea/tick and heartworm prevention programs. Dogs arriving with fleas will be refused service. I must show proof of a negative fecal result, including negative Giardia panel, within one month of my dogs' hotel stay and within one month prior to starting daycare. Negative fecal tests are required every 12 months to continue services.
- 4) BcWT does NOT accept self-administered or breeder administered vaccinations. BcWT does accept titers. It is my responsibility to provide up to date vaccinations to BcWT.
- 5) BcWT reserves the right to refuse to accept a dog at Check-In for any reason, including without limitation, if it appears that 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 that the dog has received all vaccinations required by BcWT.
- 6) To the best of my knowledge, my dog(s) has no illness, injury or behavior problem (including aggressive or biting behavior) that has not been disclosed to BcWT in writing.
- 7) To the best of my knowledge, my dog(s) has not been exposed to rabies, distemper, or parvovirus within 30 days prior to being left for boarding, daycare, training, grooming or any event hosted by BcWT.
- 8) If my dog(s) has been treated for a contagious illness, BcWT cannot accept my dog for at least two (2) weeks after treatment has been completed and a statement of health is obtained from a licensed veterinarian.
- 9) I further agree not to bring my dog to BcWT if my dog is exhibiting any signs of illness that may be harmful to other dogs. Such signs of illness include, but are not limited to: vomiting, diarrhea, mange, kennel cough, extreme lethargy and red eyes.
- 10) All dogs coming into BcWT are required to be vaccinated. However, it is still possible for my dog to become ill, even if vaccinated. This is not due to any circumstance or condition at BcWT and I agree that BcWT is not liable for any illness suffered by my dog(s) during or after its stay, including but not limited to Bordetella bronchiseptica (Canine Cough).
- 11) If my dog is prescribed medication between the time a reservation is made for a service and the time at which my dog checks in to BcWT for said service, I must provide written approval from the treating veterinarian clearing my dog to be in the facility. BcWT has the right to refuse services to dogs that comes in on medication for acute medical conditions without clearance from a veterinary. BcWT's refund policy will apply.
- 12) I agree that it is my responsibility to inform and educate all family members that will be involved with bringing my dog(s) into the facility for services to: know, understand and acknowledge all provisions of this agreement as well as all rules, regulations, policies and procedures of BcWT.
- 13) I agree to provide BcWT an emergency contact. My dog's emergency contact must be an adult, over the age of 18. This person must also be someone other than the primary owner. If BcWT cannot reach me, I authorize BcWT to contact the individual(s) designated as my emergency contact. I agree

that my emergency contact shall have my full and complete authority to make all decisions, including those related to the expenditure of funds, for or on behalf of me and my dog(s).

- 14) In the event of an emergency, BcWT will make every effort to contact me or my emergency contact to retrieve my dog(s) and/or confirm care instructions. I agree that BcWT, at its sole discretion, is authorized to transport, and/or to make temporary, alternative arrangements to house and care for my dog(s) until such time me or my emergency contact can retrieve my dog(s).
- 15) I agree to allow BcWT to obtain medical treatment for my dog, at its sole discretion, if it appears that my dog is ill, injured or exhibits any other behavior that would reasonably suggest that my dog may need medical attention. **I AGREE THAT I AM FULLY RESPONSIBLE FOR THE COST OF ANY SUCH MEDICAL TREATMENT PROVIDED TO MY DOG.**
- 16) BcWT requires government issued identification before releasing my dog(s) as they want to be sure they only release my dog(s) to me, my emergency contact or such other individual(s) designated by me in writing as authorized to pick up my dog(s).
- 17) I agree to pay BcWT for services provided to my dog(s) during each visit at the rates set forth at the start of such visit. Prices are subject to change without notice and seasonal rates may apply. Charges begin on the day I leave my dog(s) and are calculated according to the time of check out. A deposit is required upon reservation, scheduling or check in and payment is due in full upon check out.
- 18) I agree to pay for all fees, services and products with a credit card, debit card or cash. BcWT does not accept personal checks. I give full permission for BcWT to charge any of the credit card numbers I have provided for any unpaid fees, services or products. I further agree to pay the cost of any credit or debit charges or challenges for any reason.
- 19) All payments are nonrefundable but can be applied as credit to future services, good for one year.
- 20) BcWT shall have the right to refuse to release my dog until I have paid all charges due.
- 21) No dog may be abandoned at BcWT. I agree that I will not neglect to pick up my dog from BcWT by the time he/she is scheduled to be picked up without providing notification prior to my delay. I understand that if I abandon my dog at BcWT, that BcWT will, by default, become the legal owner and guardian of the dog. I understand that I am responsible for any boarding charges incurred during this process. BcWT will, in its sole discretion, determine whether to try to rehome and adopt the dog or relinquish the dog to a Rhode Island registered dog rescue or shelter of our choice. **I FULLY UNDERSTAND AND AGREE THAT IF I ABANDON MY DOG AT BcWT, I MAY BE UNABLE TO RETRIEVE POSSESSION OF MY DOG AND WILL HAVE NO RECOURSE AGAINST BcWT.**
- 22) I hereby grant BcWT the right to take photographs and video recordings of my dog and to post or reproduce any and all photographs taken without limitation, on BcWT's website, social media channels and in BcWT's promotional materials and merchandise. I expressly waive the right to receive any royalty or other payments of any kind related to the use of the photographs. I agree not to sue BcWT and releases it from any and all claims, demands, rights, causes of action of any kind related to the use of photographs.
- 23) I agree that BcWT shall not be responsible or liable for any lost, stolen or damaged personal property belonging to either me or my dog. I also understand and agree that my dog's Seresto collar will be removed while in the Daycare area.
- 24) If my dog causes any damage to the BcWT facility or equipment, I agree to be fully responsible for the full cost of any repair or replacement.
- 25) I agree that reservations will be accepted but not guaranteed without verification of BcWT's requirements and a deposit for all boarding reservations prior to stay. I agree that a credit card must be kept on file when boarding with us. If I am a no-show for a reserved service, I will be charged for the full amount of the service.
- 26) I agree that should my dog exhibit inappropriate/aggressive behavior toward other dogs or staff, for the safety of all concerned, my dog will be placed in a secure enclosure and await my arrival for removal.
- 27) I acknowledge that BcWT is under obligation to contact appropriate authorities in the event my dog bites another dog or any person.
- 28) I agree to indemnify, defend and hold BcWT harmless, from and against all loss, damage or expense, including attorney's fees, resulting from misrepresentations by me or my representatives or resulting from my dog's stay including, without limitation, any person claiming to be the owner of my dog and any person claiming damage or injury by my dog.

- 29) I agree that it is BcWT's policy to have a Rainbow Bridge protocol in place for all dogs in their care. I understand that this is a precautionary measure to assist BcWT in following my wishes in the unlikely event my beloved pet passes away while in their care.
- 30) I agree that if my dog is 10 years of age or older or has a medical/physical condition that is life threatening, I will complete a separate Rainbow Bridge Procedure for each boarding stay.
- 31) If my dog passes while in the custody of the BcWT, they will use reasonable efforts to notify me as soon as possible. If I cannot pick up my dog within a reasonable period of time, BcWT will take my dog to Ocean State Veterinary Services or make arrangements with A Final Gift.
- 32) I agree that BcWT may decide whether or not an autopsy should be conducted. I agree to pay such veterinarian expenses immediately upon demand.
- 33) I agree that BcWT's liability, for any reason, shall in no event exceed the fair market value of my dog. In consideration of the services rendered to me by BcWT, I waive any and all claims, actions or demands of any nature, foreseen or unforeseen, that I have now, or in the future, against BcWT, relating to the care, control, health, and/or safety of my dog arising during pick-up, transport, drop-off, and/or stay at BcWT.

ACCEPTANCE AND ACKNOWLEDGEMENT OF DAYCARE/GROUP PLAY PARTICIPATION

I fully understand that:

- 1) My dog will enter & exit BcWT on leash and with a secure collar
- 2) My dog will be under my full control while on BcWT property, including the lobby
- 3) Daycare is included with overnight boarding
 - a. If my dog does not fit well into the group environment, he/she will receive four (4) outings a day and individual play time with a BcWT Team Member.
- 4) BcWT will exercise reasonable care for my dog while my dog is in the custody of BcWT.
- 5) Daycare packages purchased must be used by the expiration date and are nonrefundable
- 6) If my dog is asked to refrain from daycare play indefinitely, the daycare days left on packages are non-refundable.
- 7) My dog will be in a crate, suite, or other type of secure enclosure from 7am-8am (pre-playgroup) and 11:30am-1:30pm (afternoon nap). Play groups run from 8:30am-11:30am & 1:30pm – 6:00pm.
- 8) There are inherent and potential risks involved with interactions between humans and dogs, and between dogs and other dogs, which may result in property damage or bodily injury, including permanent disability, sickness or death to human or dog. I fully accept and assume all risks and responsibility for all risks, including, without limitation, all losses, costs, attorneys fees and damages incurred as a result of me or my dog's participation in the event.
- 9) There may be other risks not known to me or BcWT nor readily foreseeable at this time.
- 10) I recognize the potential risks involved group play/dog daycare, boarding and grooming due to the unpredictable nature of dogs. I have determined that the benefits of these activities outweigh the risks.

Pet Parent signature: _____ **Date:** _____