



BARK N' FLY POLICIES & PROCEDURES

Here at Bark n' Fly our main objective is to provide a safe and secure environment where your dog/cat can socialize with others during their stay and have as much fun as possible. To ensure the health and safety of your pet as well as our other guests we require all of our clients to read and understand the following policies and procedures.

Application Process: All dogs/cats attending Bark n' Fly must have a complete, up to date and approved **Application form** on file prior to attending. Furthermore all owners must have read and signed the Bark n' Fly **Agreement & Waiver** form as well as the Bark n' Fly **Policies and Procedures form**. This paperwork can be accessed via the "Registration form tab". Completed forms can either be printed and brought along with you and your pet or emailed directly to us by clicking the "submit form" on the bottom of the page.

Vaccinations: All dogs/cats must be fully up to date on their vaccines and owners must submit written proof of this requirement for an application to be approved.

Dogs: Must have current Distemper (CDV), Parvovirus (CPV), Infectious Hepatitis (ICH), Parainfluenza, (CPI) and Bordetella (kennel cough). It is also strongly recommended that dogs be vaccinated against Rabies and be on a flea/tick/lice prevention program.

Cats: Must have current Feline Panleukopenia (Distemper, FPV), Feline Viral Rhinotracheitis (FVR), Feline Calicivirus (FCV). It is also strongly recommended that cats be vaccinated against Rabies, Feline Leukemia and be on a flea/tick/lice prevention program.

Health: All dogs/cats must be in good health. If your dog/cat is not feeling well (i.e.- vomiting or diarrhea) please do not bring him/her to the facility as other guests may become ill as well. Owners are required to certify that their dog/cat is in good health and has not been ill with a communicable condition or otherwise in the last 30 days prior to admission to Bark n' Fly. Dogs/Cats that have been ill with a communicable condition in the last 30 days will have to remain absent from Bark n' Fly until they have recovered from the condition. Dogs/Cats will also require a veterinarian certification of clean health in order to be admitted.

As a client of Bark n' Fly please advise our staff of any change in your dog/cat's health or medical condition upon arrival so that we may update your pets file immediately. Please be advised that if a Bark n' Fly Pet Professional believes that your dog/cat requires immediate veterinary care, we will transport your pet to the veterinary facility designated on your application (if unavailable for some reason the veterinarian of our choice) and notify you of the situation. You will be responsible for any and all veterinary fees incurred for the treatment of your dog/cat.

Medications: Should your pet require any medication(s) Bark n' Fly Pet Professionals will administer them as per your specific instruction free of charge. Keeping in mind that we are not trained vet technicians; administrations should be limited to those that a pet owner would normally do themselves. (ie - topical or oral applications). Bark n' Fly assumes no responsibility for incorrect dosage, or any complications caused by treatment.

Age/Sex: Bark n' Fly will accept puppies/kittens that are a minimum of 10 weeks of age and are on a vaccination program with their second set of shots completed. All cats must be spayed or neutered, however any dogs attending the facility may do so unaltered at the owner's risk. Bark n' Fly will not accept females in heat and reserves the right to expel intact males that overly assert themselves.

Behaviour: Bark n' Fly is not breed discriminatory, however all dogs/cats must be non-aggressive. Owners will need to certify that their dog/cat has not harmed or shown aggression or threatening behaviour towards any person or another dog/cat. Please remember that when your dog/cat frequents the outdoor/indoor play areas he/she will be in contact with many other types of dog/cats and the health and safety of our animals is our main concern. These play areas will be supervised, however much like a dog park acts of aggression can happen very quickly and without warning. If your dog/cat does have an incident that Bark n' Fly Pet Professionals deem unacceptable Bark n' Fly reserves the right to remove your pet to its own separate area for safety reasons until your arrival. Owners are responsible and liable should legal action be taken against them for any damages to other animals caused by their pet. Bark n' Fly reserves the right to refuse service and permanently evict your dog/cat without explanation.

Abandonment: In the event that the owner/agent/guardian abandons his/her dog/cat while being day cared or boarded at Bark n' Fly, or refuses to pay the fees in advance, then after five days notice of abandonment or default in fees to the owner/agent/guardian at the address provided in the application, Bark n' Fly reserves the right to transfer care of the animal to the SPCA. In the event that credit card information is available I authorize Bark n' Fly in advance to continue billing until such time as the pet has been picked up by the owner/agent/guardian.

Facility: Bark n' Fly requests that, for safety reasons, you do not approach any fence without consent or presence of a Bark n' Fly Pet Professional. Bark n' Fly insists that you please have your dog/cat on a leash or in an approved carrying crate when frequenting the property (this includes the parking area). Once inside just through the reception area there is a leash free "holding" room where your dog can remain comfortably while paperwork is completed. This area also acts as a slow, controlled introduction to the Bark n' Fly environment as well as other dogs already at the facility as the rear of the room is gated to the main indoor play area. Should there be an incident where injury or property damage occurs Bark n' Fly nor any of its staff members will be held responsible. Any claims made will be the sole responsibility and liability of the owner/agent/guardian of the pet(s) in question.

Booking: To reserve an overnight or holiday suite for your pet(s), Bark n' Fly requires a 50% deposit by way of cash, cheque or credit card. Subject to approval of funds Bark n' Fly guarantees your suite booking with the remainder of the balance owing at the time you check your pet in (before you leave town). Should your trip extend longer than expected additional fees (which may include food should your supply run out) will be charged to your account per day and will be payable before picking up your pet.

In the regrettable instance that Bark n' Fly by way of error on our part does not have a first or second class suite available after a deposit has been collected, Bark n' Fly agrees to make alternate economy class accommodation available at its current lower price until an upgrade is available.

Cancellation: Bark n' Fly requires 72 hours notice before a cancellation in order to receive a deposit refund. Refunds will be subject to a 5% service charge to cover administrative and POS fees. If you cancel with less than the required 72 hour notice your deposit will not be refunded.

Rates/Certificates: Bark n' Fly offers a variety of cost saving punch cards as well as the convenience of gift certificates. Punch cards are non-transferable to pets outside your household and gift certificates are available in any denomination. All punch cards and gift certificates are non-refundable and redeemable for services or merchandise only. Bark n' Fly is not responsible nor will we replace lost or damaged cards/certificates. Rates and services are subject to change without notice.

Hours: Bark n' Fly operates Monday to Friday 6:30 am - 6:30 pm. Saturdays, Sundays and Statutory Holidays 8:00 am - 5:00 pm

Late Fees: Unless otherwise arranged between Bark n' Fly and the client a late fee of \$5 will be charged per every 15 minute increment for a period of 30 minutes after the scheduled closing time. If the owner or certified representative have not picked up my dog/cat by 30 minutes after closing and no arrangement has been discussed then Bark n' Fly reserves the right to board my dog/cat overnight in any suite that is available at my expense. If credit card information is available I authorize Bark n' Fly in advance that should this ever occur my credit card will be charged.

Signature

Date