



# bark!bark!

Thank you for choosing bark! bark! for your dog(s) doggie daycare and overnight needs. A cage free environment is beneficial to many dogs however, it comes with risks, as well as requirements that need to be enforced by the bark! bark! staff. Each section below must be met before your dog(s) can utilize our daycare, cage free overnight and/or deluxe private suites.

**Bordetella** is current as of every **6 MONTHS**

*Kennel cough (Bordetella) is most commonly caused by a bacteria called Bordetella bronchiseptica which irritates the lining of the dog's trachea. This irritation causes the dog to cough and hack. Often, dogs with kennel cough will show no other signs of discomfort - they eat, play and sleep normally, except for the cough.*

*And yes, your dog could get kennel cough at bark!bark!. There may have been an infected dog, unknown to anyone, that acted as a source for other dogs in the daycare. We strive to avoid that situation by requiring that all dogs receive the Bordetella vaccine every 6 months.*

*bark!bark! strives to maintain a clean environment by using disinfectant and bleach daily. However, no matter how clean the environment, kennel cough will continue to be an issue, because it is an airborne bacteria. Please realize that kennel cough is one of the risks that you must weigh before deciding if daycare is right for you and your dog.*

**Rabies** is current as of every 1 or 3 **YEARS** (depending on age)

**Distemper** (i.e. DHLPP, DAPP, DA2PP) current every **1 or 3 years**

My dog is spayed or neutered (by age of 6 months)

My dog is on a **MONTHLY** flea medication

My dog has never shown signs of aggression toward dogs and/or people.

My dog is in good health to begin attending daycare (NO vomiting, coughing, diarrhea, stitches, etc.)

My dog has no medical conditions. **(If any, you'll need a Senior/Medical Vet Release Form).**

My dog is under 10yrs old. **(If older, you'll need a Senior/Medical Vet Release Form).**

My dog is to have a collar and name tag on while attending daycare. (No harnesses, prong or chock chains) *bark!bark! advises against dogs attending daycare with valuable collars as dogs are in high interaction with other playful dogs. DOGS WITH NO COLLAR WILL NOT BE ABLE TO ENTER DAYCARE .*

Dogs **MUST** be on a leash while entering and leaving daycare facility

**I have read and understand all policies for bark! bark! daycare and hotel including all fees, late charges and cancellation fees.**

Dog(s) using our cage free daycare or cage free overnight must pass a FREE 4-hour temperament test (NO EXCEPTIONS). Temperament test are scheduled Signal Hill location Monday- Sunday between 8am-12pm by appointment only. Downtown Long Beach Monday- Friday between 8am-12pm by appointment only. BREED RESTRICTIONS APPLY.



# Parent Information

First Name Parent # 1

Last Name Parent #1

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First Name Parent #2

Last Name Parent #2

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**Address**

Street	Apt #
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City	State	Zip
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Home Phone

Business Phone

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Parent 1 Cell Phone

Parent 2 Cell Phone

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Email 1

Email 2

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Emergency Name/ Relationship

Emergency Contact Phone #

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**Credit Card Information (Visa, Mastercard, Discover & American Express)**

Credit Card No	3Digit Code
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Name on card	Exp. Date MM/YY
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*I give permission to **bark!bark!** to charge my credit card on file for veterinary treatment . I will assume full responsibility upon my return for payment and/or reimbursement for veterinary services rendered that **bark!bark!** may have incurred. I give **bark!bark!** permission to charge my credit card on file if I do not pay for service(s) upon completion or reimburse **bark!bark!** for money owed within 72hours of incident.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Credit card address same as above

**\* Credit card address (if different from above)**

Street	Apt
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City	State	Zip
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**How did you hear about bark! bark!?**

Referral: \_\_\_\_\_

- Yelp
- Google
- Bike Ad
- Veterinarian
- Event \_\_\_\_\_
- Other Ad \_\_\_\_\_
- Bark Bus
- Dog Trainer
- Other: \_\_\_\_\_

**What services are you interested in at bark! bark!?**

- Daycare
- Cage Free Hotel
- Deluxe Private Suites
- Grooming
- Bark Bus Shuttle
- In Home Dog Walking
- Training



# Pet Information

**Dog 1 Name**

**Gender: Male / Female**

**Dog 2 Name**

**Gender: Male / Female**

**Pets DOB:**

**Pets DOB:**

**Breed (s)**

**Breed(s)**

**Dog 1 Neutered/Spayed?**  Yes  No **If no, pet must be N/S by** \_\_\_\_\_

**Dog 2 Neutered/Spayed?**  Yes  No **If no, pet must be N/S by** \_\_\_\_\_

## Furry Friend's Profile

PLEASE CHECK ANY OF THE FOLLOWING THAT APPLY TO YOUR PET

- Protective of food & treats
- People aggressive
- Has history of biting
- Comes When Called
- Animal aggressive
- Escape artist
- Food allergies
- Other allergies \_\_\_\_\_
- Plays well with other pets
- Has never socialized with other pets
- Stress Related Habit(s) – Please Explain \_\_\_\_\_

PLEASE USE THIS SPACE BELOW TO GIVE US ANY OTHER INFORMATION YOU WOULD LIKE US TO KNOW ABOUT YOUR PET.

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# Vaccination Policy

bark! bark! adheres to a strict vaccination policy. We ensure every dog that enters daycare is current with Bordetella, Distemper and Rabies. There are **NO** exceptions at any time. This vaccination policy is stringent to allow every owner to feel comfortable leaving their furry companion in a healthy facility. We take our four-legged friends health seriously and thank you for your cooperation in maintaining a healthy and safe environment.

**BORDETELLA LAST GIVEN:**

**DHP-PARVO LAST GIVEN:**

**RABIES LAST GIVEN:**

**BORDETELLA UPDATED EVERY 6 MONTHS**

**DHP-PARVO UPDATED 1 OR 3 YEARS**

**RABIES UPDATED EVERY 1 OR 3 YEARS**

I, the undersigned, am fully aware of bark!bark!'s vaccination policy. I acknowledge that I am responsible for providing bark!bark! with current vaccinations. I am also aware, that at NO time will bark!bark! allow my dog to enter daycare with expired vaccinations.

*bark!bark! strives to maintain a clean environment by using a disinfectant and bleach daily. However, no matter how clean the environment, kennel cough will continue to be an issue, because it is an airborne bacteria. Please realize that kennel cough is one of the risks that you must weigh before deciding if daycare is right for you and your dog.*

Signature \_\_\_\_\_ Date: \_\_\_\_\_



# Veterinary Information

**Dog 1 Name**

**Dog 2 Name**

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**Breed (s)**

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**PLEASE LIST ANY MEDICAL CONDITIONS (seizures, joint issues, chronic urinary tract infections etc.)**

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*I understand that by allowing my dog to attend **bark!bark!** increases the risk of a past injury becoming irritated or may cause my dog to reinjure himself/herself. If any of the pets named above become ill, injured, or appear to be at significant risk of a medical problem, I give permission to **bark!bark!** to seek veterinary treatment. I understand that **bark!bark!** cannot be held responsible for the results of the veterinary treatment or the injury/loss of my pet. I will assume full responsibility upon my return for payment and/or reimbursement for veterinary services rendered. **Initial** \_\_\_\_\_.*

**Veterinary Office Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

*I give permission to **bark!bark!** to approve treatment of \$300 or more. I will assume full responsibility upon my return for payment and/or reimbursement for veterinary services **Bark! Bark!** has incurred. If the veterinary named above is not available, I authorize **bark!bark!** to take my pet/s to another veterinary office for treatment. I understand that **bark!bark!** cannot be held responsible for the results of the veterinary treatment or the loss of my pet. **Initial** \_\_\_\_\_.*

*This agreement is valid starting on the date below whenever **bark!bark!** cares for my pets:*

**Owner's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Owner's Name (please print):** \_\_\_\_\_



# Service Contract

This is a contract between Bark!bark! and the pet(s) owner whose signature appears below (hereinafter referred to as "Owner").

**1. bark!bark!** requires written confirmation of immunizations against the following vaccines: Rabies, Bordetella Distemper, Hepatitis, Parvovirus, and Leptospirosis. I agree that my dog (s) is immunized against these diseases, and that I will keep the vaccines current while my dog (s) is in the care of **bark!bark!**. Proof of immunizations is required every 12 months for all vaccines except Bordetella, which is required every 6 months. I further understand that even if my dog is vaccinated for Bordetella ( Kennel Cough) there is a chance that my dog (s) can still contract Kennel Cough. I agree that I will not hold **bark!bark!** responsible if my dog (s) contract Kennel cough.

**2.** I understand that it is required that my dog (s) be spayed/neutered by 6 months (or before the first heat, whichever comes first, for females) to participate in **bark!bark!** daycare activities.

**3.** I authorize **bark!bark!** to arrange EMERGENCY veterinary care, releasing **bark!bark!** from all liabilities relating to transportation, treatment, and expense related to such veterinary care. I understand that **bark!bark!** will utilize the specified veterinarian on file or veterinarian **bark!bark!** utilizes. If named veterinarian is unavailable, I authorize **bark!bark!** to utilize an alternate available veterinarian. If I cannot be reached in a timely manner, I authorize **bark!bark!** to approve medical and/or emergency treatment as recommended by the veterinarian. I will reimburse **bark!bark!** for any expenses incurred.

**Initial** \_\_\_\_\_  
**4.** I agree that if my dog is the cause of any injury or death to another animal or the cause of damage to the property at 325 Atlantic Ave., CA 90802 and/or 2655 St. Louis Ave Signal Hill, CA 90755, I shall be fully legally responsible for the cost of any such injury, death, or damage. I agree to fully indemnify **bark!bark!**, its principals, employees, for any costs, losses or legal expenses incurred in the defense of any personal injury or any other claims for negligence, brought by myself or a third party arising from or related to my actions of my dog while on the premises or in the custody of **bark!bark!**. I give **bark!bark!** permission to charge the credit card on file provided if payment or reimbursement is not paid when due. **Initial** \_\_\_\_\_

**5.** I agree that if my dog (s) becomes ill, injured, dies, and/or escapes while in the custody and care of **bark!bark!** (whether such illness, injury or death is discovered while the dog is in the custody of **bark!bark!** or afterwards), **bark!bark!**'s sole responsibility with regard to my dog (s) is to act with reasonable care. I agree that if **bark!bark!** acted reasonably, I shall not bring any claim, suit, or action of any kind against **bark!bark!** arising out of the illness, injury, or death of my dog. **Initial** \_\_\_\_\_

**6.** If my dog (s) is not picked up by the end of the business day (7:00 PM Monday through Friday , 5:00 PM Saturday and 4PM Sundays) or scheduled pick up time, I hereby authorize **bark!bark!** to take whatever action it deems appropriate for the continuing care of my dog (s). **bark!bark!** charges \$1 a minute five minutes after closing time until the dog is picked up.

**7.** I will take full responsibility for prompt payment of fees due to **bark!bark!**. All fees are due when rendered. I authorize **bark!bark!** to charge the credit card I have provided if payment or reimbursement is not paid when due. A \$30.00 handling fee will be charged on all returned checks. I understand that any amounts still owing to **bark!bark!** after 30 days will be submitted for collections. A collection charge of at least 40% of the total will be incurred. A late charge of \$20.00 will be incurred after every 30 days during which the account is past due. In any action or proceeding to interpret or enforce this contract, the prevailing party shall be entitled to recover its reasonable attorney's fees incurred in such action or proceeding. **Initial** \_\_\_\_\_

**8.** I authorize my veterinarian to release all information regarding my dog(s) health and the status of the immunizations/vaccinations for my dog (s). The vaccinations that are required by **bark!bark!** are Rabies, Bordetella, Distemper, Hepatitis, Parvovirus, and Leptospirosis.

**9.** I certify that my dog (s) has never harassed or harmed any person and/or animals. If such an event occurs after the date on the application, **bark!bark!** personnel must be notified the next time your dog (s) participates in the Daycare.

**10.** I certify that my dog (s) does not have a medical condition that would preclude him/her from activities at **bark!bark!**.

**11.** I agree that my dog (s) may be videotaped, photographed, and/or recorded and I understand that **bark!bark!** shall be the exclusive owner of the results of said actions.

**12.** I agree that my dog (s) must complete and pass a one-day temperament test before being permitted to regularly engage in the daycare.

**13.** I understand that the terms of this contract may be changed/updated at any time. I am responsible for checking with management regarding any changes to the contract. I also understand that I am required to abide by any future changes to the contract.

**14.** I understand that if my dog(s) is picked up earlier than the scheduled departure date, I will only be refunded 50% of the remaining days. **Initial** \_\_\_\_\_

**15.** I understand that 5, 10 and Monthly packages are not refundable. They cannot be carried over to another dog or client. Packages are only valid at the location the package was purchased . **Initial** \_\_\_\_\_

**16.** I have received a copy of the "New Client Checklist, Common Doggie Daycare Risks, FAQ, bark!bark! Contact and Hours, and Boarding Information " forms and agree to abide by the requirements listed therein.

**I HAVE REVIEWED THIS CONTRACT FOR ACCURACY AND UNDERSTAND THE CONTENTS AND REQUIREMENTS SET FORTH IN THE BARK! BARK! CONTRACT. I AGREE TO ABIDE BY ALL TERMS SET FORTH IN THIS CONTRACT. IF ANY CONDITIONS/SITUATIONS CONTAINED WITHIN THIS CONTRACT CHANGE, I AGREE TO NOTIFY BARK! BARK! IMMEDIATELY. I UNDERSTAND THAT THIS IS A LEGALLY BINDING CONTRACT BETWEEN BARK! BARK! AND MYSELF. I UNDERSTAND THAT BARK! BARK! IS A SUBSIDIARY OF PORTILLO INC., A CALIFORNIA CORPORATION.**

DATE: \_\_\_\_\_ OWNER'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_ OWNER'S SIGNATURE: \_\_\_\_\_



# Medical/Senior Vet Release Form

This form is for any dog(s) with a pre-existing condition(s), had major surgeries and/or 10 years +

Pet's Name: \_\_\_\_\_ Breed: \_\_\_\_\_ Age: \_\_\_\_\_

Clinic Name \_\_\_\_\_ Veterinarians Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

Phone Number \_\_\_\_\_

Medical conditions/injuries **PLEASE LIST ANY MEDICAL CONDITIONS (seizures, joint issues, chronic urinary tract infections etc.)**

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Treatment(s) (Medication, Surgery etc.):

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\_\_\_\_\_, has been under my care and I certify that he/she does not have a medical condition that would preclude him/her from activities at bark! bark! Daycare & Grooming.

Veterinarians Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# Dog Boarding Information Sheet

## CAGE FREE HOTEL ACCOMMODATIONS

At night, dogs are placed in our cage-free snooze rooms with other guests. Dogs will be provided with bedding, blankets and humans to cuddle with! Dogs are supervised 24 hours a day

**WHAT TO BRING.** Dog(s) food, leash and dogs must have collar with name tag.

**WHAT NOT TO BRING.** Bowls, bedding, beds, toys, luggage, etc.

**FOOD:** All dog food **must come in a sealed plastic container or Ziploc bag**, labeled with the dog's name. Plastic bags/paper bags are not accepted. **We do not cook food.** Only dry, frozen, pre-bagged foods, wet canned food will be served. Dogs are fed in separate kennels to maintain safety and released back into our cage-free areas. If, during your dog(s) stay, food has run out, a \$6 fee will be charged for each additional feeding provided by bark!bark! Treats will only be given at feeding times. We do not give treats during daycare hours due to the high volume of dogs and time does not permit.

**CANCELLATION POLICY:** Cancel 48 hours prior to drop-off date. If bark!bark! is not notified within the 48-hour cancellation period, your credit card will be charged a cancellation fee of \$53 for the first dog and \$33 for any additional dogs.

**HOLIDAY CANCELLATION POLICY:** Cancel 72 hours prior to drop-off date. If bark!bark! is not notified within the 72-hour cancellation period, your credit card will be charged a cancellation fee of \$58 for the first dog and \$33 for any additional dogs.

## DELUXE PRIVATE SUITES

Your poochs deluxe private suite comes with clean linens, and an ultra-comfy raised lounge bed. During your pooches stay he/she will have two 15min individual free play times, three daily walks and 24hr supervision.

**WHAT TO BRING.** Dog(s) food, leash and dogs must have collar with name tag. Bowls, blankets, beds and toys optional.

**WHAT NOT TO BRING.** No raw hides or toys they can choke on.

**FOOD:** All dog food must come in a sealed plastic container or Ziploc bag, labeled with the dog's name. Plastic bags/paper bags are not accepted. We do not cook food. Only dry, frozen, pre-bagged foods, wet canned food will be served

**CANCELLATION POLICY:** Cancel 48 hours prior to drop-off date. If bark!bark! is not notified within the 48-hour cancellation period, your credit card will be charged a cancellation fee of \$70 for the first dog and \$35 for any additional dogs.

**HOLIDAY CANCELLATION POLICY:** Cancel 72 hours prior to drop-off date. If bark!bark! is not notified within the 72-hour cancellation period, your credit card will be charged a cancellation fee of \$75 for the first dog and \$35 for any additional dogs

\*All other policies are the same.



**VACCINATIONS.** Bordetella (6 month), DHPP and Rabies must be current. Please remember to bring a copy or have your vet send us a copy.

**PAYMENT:** Payment is due upon drop-off. We accept CASH, Visa, Mastercard, Discover and American Express

**EARLY PICK UP:** If your dog(s) is picked up earlier than scheduled departure date, only 50% of the remaining days will be refunded.

**A LITTLE EXTRA BARK!** Please schedule when you book your reservation or drop off your pooch.

*Bark Bus Shuttle: Order a pick up or drop off shuttle.*

*Grooming: Add a bath/groom before they return home*

*Dog Walking: Add some dog walking during their stay.*

*Training: Add some training to their stay with Danny the Dog Trainer*



## bark!bark! Contact and Hours

**Website:** [barkbarkdaycare.com](http://barkbarkdaycare.com)

**Email Vaccinations to :** [barkbarkstaff@gmail.com](mailto:barkbarkstaff@gmail.com)

**bark! bark! Downtown:** 325 Atlantic Ave Long Beach Ca, 90802 562-437-3655 Fax 562-437-2288

Monday- Friday: 7am-7pm

Saturday: 8am- 5pm

Sunday: Closed

*There is no late pick-up service offered in Downtown. You will be charged \$1 per minute late or after 30 minutes, your dog(s) will be shuttled over to the Signal Hill location ( additional \$10 shuttle fee). There may also be fees for late pick up or an overnight stay.*

**bark! bark! Signal Hill:** 2655 St Louis Ave Signal Hill Ca, 90755 562-427-3655 Fax 562-427-3656

Monday- Friday: 6am- 7pm

Saturday: 7am- 5pm

Sunday: 8am- 4pm

**bark! bark! Late Pick Up:** Signal Hill Only \$20/per dog ( + daycare half day min)

Monday-Friday: 7pm-12am

Saturdays: 5pm-12am

Sundays: 4pm-12am

### **Hotel Hours: Signal Location Only**

**Check In:** Boarding dogs may be dropped off during regular business hours at no additional charge but are encouraged to be dropped off no later than 6pm, this will allow them some play time before dinner and bedtime.

**Check Out:** Check out time is before noon the day of pickup. Dogs picked up after 12PM on departure day will be charged a \$33 daycare fee. Boarding dogs may be picked-up during regular business hours.

### **bark! bark! Holiday Hours**

Holiday Hours: 9am-4pm

CLOSED HOLIDAYS: NO PICK-UP OR DROP OFF (THANKSGIVING DAY, CHRISTMAS DAY)



## Common Doggie Daycare Risks

When considering a doggie daycare facility for your furry friend, please be aware of common risks associated with numerous dogs in close proximity and or locations where illnesses are common like dog parks, city parks, walking trails, bodies of water, running water and stagnant water.

Daycare dogs are more susceptible to illnesses, especially during puppy and adolescent stages of life. They do build up immunity to these as their immune system gets stronger, but it does not guarantee that they may not be exposed to common daycare illnesses such as *Kennel Cough*, *Puppy Warts* and *Giardia*. **If your dog is showing any symptoms of these illnesses or does not seem to be feeling well in general, please do not bring them to daycare.** Thank you for your cooperation on this, as our main goal is to keep BARK! BARK! a safe and healthy place for your dogs.

**Minor bumps and scratches from playing with other dogs are common at any daycare facility.** bark!!bark! employees monitor all play and intervene when play escalates but does not guarantee your dog may not come home without a few play marks. We advise against sending your dog to daycare with highly expensive or valuable collars as this is a very playful environment and collars may become damaged during romping and playing!

Although bark!bark! does follow very strict daily cleaning and sanitation procedures, we cannot be held responsible should your dog contract *Kennel Cough*, *Puppy Warts* and or *Giardia*. If you would like more detailed information, we suggest you speak with your vet.

**What will my dog do during the temperament test?**

*All dogs are required to be assessed for suitability in a daycare setting. Staff members will assess your dog's temperament to ensure there are no signs of aggression, can tolerate dogs of all energy levels, is not toy aggressive and is able to be reasonably controlled by staff members.*

**Where do the dogs go potty?**

*Wherever they want! Dog daycare is like an indoor dog park, there are scents everywhere no matter how rigorous we clean. Many dogs will mark their favorite spot when they walk through the door. This is natural in an environment with so many dogs. We have never heard of a situation where the dog transferred this behavior back to their home.*

**How do so many dogs play together and not fight?**

*Doggie daycare is similar to an indoor dog park BUT with constant supervision. There are three factors that make it a safer environment than you might think. First, there are no leashes. Second, the owners are not present. Many dogs behave aggressively on leash and around their owners. Third, the dogs are carefully screened prior to admittance. While there are always the scuffles that normally occur between dogs, fighting is not a regular occurrence.*

**Can my dog attend daycare even if their vaccination is just a teeny bit expired?**

*bark!bark! ensures a healthy and safe environment for all dogs in their care. At **NO TIME** may a dog enter daycare if any of the required vaccinations have expired. We want all owners to feel comfortable leaving your four-legged companion in our hands.*

**If my dog is vaccinated, does that mean they will never contract an illness?**

*No vaccine is 100% effective and some dogs can be more susceptible to infection than others. bark!bark! takes all possible precautions to eliminate the possible spread of infection in our facility. We follow a rigorous cleaning schedule on a daily basis. bark!bark! notifies all daycare customers two weeks before ANY vaccination expires. bark!bark! adheres to a strict vaccination policy and does not allow any dog to enter daycare once a vaccine has expired and will notify customers immediately of any observed signs of illness (coughing, diarrhea, worms etc. ) bark!bark! maintains a healthy and clean environment for all our furry friends to play! Just as kids in human daycare, dogs can get the sniffles too. Rest assured, your furry companion will be ready to romp and play in no time.*

**Is doggie daycare safe for my dog?**

*bark!bark! employs staff members with prior dog handling experience. All daycare attendants are required to have a Dog First Aid Certification within 90 days of employment. Staff members supervise dogs at all times. bark!bark! utilizes a high staff member to dog ratio which varies dependent upon on the physical set-up, specific group of dogs at play and the experience level of the staff.*

**What about the little dogs?**

*Dogs can be separated into two playgroups based on size, play style, and age. Keep in mind that accidents and injuries can happen in all facilities. Dog daycare is like a child's playground, and by allowing dogs to play together there is a risk of injury. bark!bark! will notify owners with a report card of any noticed incidents during playtime.*

**Can I send bark!bark! my dogs application and vaccinations before the temp test day?**

*Yes, sending your application and vaccinations will speed up the check in process. It will also allow bark!bark! to review all vaccination, to ensure they are up to date. If you have expired vaccinations, we will contact you so that you may update them before your scheduled temperament test date.*

**Daycare Packages**

*5, 10 and Monthly packages are not refundable. Packages are only valid at the location the package was purchased. Packages cannot be carried over to another dog or client.*