



RULES OF THE CLUB

The goal of Bed and Biscuit of Ithaca, Inc. (AKA Bed and Biscuit Country Club for Dogs and Cats) is to provide a safe, fun and stimulating social environment for dogs. To ensure the safety and health of your pet and of our other guests, we require all of our guests to comply with the following:

RESERVATIONS: All boarding, daycare, and grooming is by reservation only. Make your reservations as far in advance as possible. Holidays often book up months in advance and weekends fill up weeks in advance. _____

VACCINES: PROOF OF CURRENT VACCINATIONS IS REQUIRED FOR ADMISSION - BRING THEM WITH YOU!

Your dog's registration process is not complete without proof of current vaccinations, including:

DISTEMPER/PARVO-VIRUS - required, and MUST BE CURRENT

RABIES - required on dogs over 4 months of age, and MUST BE CURRENT

BORDETELLA - (to prevent K-9 cough) intranasal vaccine required, and MUST BE CURRENT

LEPTOSPIROSIS - recommended yearly, but NOT required.

Vaccinations must be given at least 48 hours prior to attending Bed and Biscuit (7-14 days recommended).

If your dog is under doctor's orders not to be re-vaccinated, please supply a note/waiver from your vet. Follow your veterinarian's recommendation(s) for vaccinations, they may differ from our requirements. It is YOUR responsibility to provide on-going verification of current vaccinations. Bed and Biscuit will NOT be responsible for calling you or your vet to confirm vaccinations. If you cannot provide proof of current vaccinations, your dog will be turned away.

FLEAS: All dogs must be current on a flea prevention such as Frontline, Advantage, or Revolution. Tick prevention is highly recommended. If your dog is not currently protected from fleas, for your convenience, we can administer Advantix II on intake, at your expense. Dogs who are found to be flea-infested will be given a flea bath, Capstar and Advantix II, at your expense. _____

COLLARS: All dogs must wear a properly fitted nylon, leather, or choker collar during their stay. Harnesses, chokers, and prong collars present a hazard to the dogs during playgroup and will be removed on arrival. Your dog is welcome to wear these tools (or electronic collars) during arrival and departure. _____

LEASHES: All dogs must be restrained by carrier or leash during arrival, departure, and at all times while on Bed and Biscuit property. DO NOT LET YOUR DOG RUN LOOSE WHILE ON OUR PROPERTY, as it poses a safety risk to other customers and dogs, and causes unnecessary chaos. Failure to comply will result in your dog being banned.

HEALTH: All dogs must be in good health and have not been ill with a communicable condition in the last 30 days. On admission, all dogs must be free from any condition, which would potentially jeopardize other guests.

SPAY/NEUTER POLICY: For sanitary and safety reasons, all dogs in group play over 6 months of age must be spayed or neutered. If your dog is still not spayed/neutered at age of 6 months, we can still accommodate him/her, but your dog will be individually evaluated to be able to participate in our group activities. All puppies must be at least 16 weeks of age or older, and have completed their Distemper/Parvo vaccination series. _____

HEALTH & WELL-BEING AUTHORIZATION: Owner authorizes Bed and Biscuit to do whatever it deems necessary for the health and well-being of the dog(s) and cat(s). In the event the pet becomes moderately ill or injured, Bed and Biscuit shall notify the owner, and if the owner cannot be contacted or reached, or if an emergency situation exists which requires immediate action, Bed and Biscuit is authorized to engage the services of a veterinarian, or to administer medicine or give such other attentive care for the animal that appears reasonably advisable. Owner shall pay such costs as a reimbursement to Bed and Biscuit immediately upon pick-up of the pet or when the services have been completed. _____

MEDICATIONS: We are happy to give medication to your dog for a small administration fee. All medication must come in a clearly marked container (preferably the original container - NO BAGGIES PLEASE!) with the following information clearly marked on the container: Dog's Name, Name of Medication & Strength, Dosage per day or "if needed" (let us know at drop off what doses have already been given that day). _____

MEET and GREET: A "meet and greet" evaluation/interview is REQUIRED for all dogs, prior to becoming a Bed and Biscuit Daycare client. For overnight lodging clients the "meet and greet" can happen on the day of check-in.

BEHAVIOR: All dogs must be non-aggressive. Owners will need to certify that their dog(s) have not harmed or shown any aggressive or threatening behavior towards any person or animal. Aggressive behavior towards other dog(s) or cat(s) must be documented. Dogs exhibiting aggressive behavior that cannot be managed safely will be banned from future stays at Bed and Biscuit. Please be sure to alert our staff if your dog has recently been attacked or bitten by another dog, as it could affect group dynamics and pose a safety risk for staff and dogs. Please also alert our staff if your dog has been playing in a group of dogs (such as a dog park), without PROFESSIONAL supervision, as this can negatively affect group dynamics. _____

DAYS, HOURS, and PROMPTNESS: Unscheduled appointments interfere with the interactive nature and security of our facility. Pickups and drop offs are during lobby hours only. If you would like to get service outside of lobby hours please let us know and we will accommodate your request if we can for a nominal after hour fee. Tours are scheduled by appointment only. Call or fill out the online form to make a tour reservation. For the safety of our dogs and staff, we appreciate your promptness. Please do not be more than 10 minutes early or late for your appointment. If you need to adjust your time, please call! _____

BILLING POLICIES: Payment for all services is required when your dog(s) are picked up. We accept Visa, Mastercard, Discover card, Debit/Check Cards, Check and Cash. Please be prepared to provide a current driver's license for checks over \$100.

- Boarding (dogs spending the night): Prices are as posted, and are billed by the night. There is a full nights charge for the day of arrival (like a human hotel). Dogs checking out prior to 10 am will not be charged for the day of departure. Any departures after 10 am will be billed for a half day of boarding. Because we are not open Sunday morning, a Saturday to Sunday reservation will be billed as 1.5 days. Dogs checking out in the afternoon will be charged for the proper activity package for that day. Activity package pricing is per day & per dog in addition to your dog's nightly lodging fee. We require all guests to choose one activity package. There are discounts for multiple dogs and extended stays. Prices are posted on our website.

- Daycare: Daycare rates are as posted. Daycare is defined as dropping off and picking up in the same day. Daycare must be scheduled in advance.

HOLIDAYS: New Year's Day, Easter Sunday, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Day. No pickups or drop-offs on these holidays. _____

BOARDING DEPOSITS: A \$50 boarding deposit per dog/cat is required to book a stay on every major holiday and during all peak seasons, and is required for all FIRST TIME clients. Major Holiday/Peak Season cancellations **must** be given 10 days prior to your intended arrival date in order to have a credit applied to your account for future boarding services, otherwise the deposit is forfeited. Waiting lists are common throughout the summer and all major holidays, and we encourage booking early (DEPOSITS HOLD ROOMS). SPACE IS LIMITED! All other off-season boarding cancellations must be within 5 days of the intended arrival date in order to have a credit applied to your account for future boarding services. _____

CANCELLATION POLICY:

BOARDING - Not secured with a deposit:

In order to avoid a penalty, you must cancel your BOARDING reservation at least 24 hours prior to your appointment time. If you cancel LESS THAN 24 HOURS PRIOR to your appointment (“Late Cancel”) or you FAIL TO CANCEL (“No Call/No Show”), and your reservation WAS NOT secured with a deposit, a \$10.00 fee will be assessed to your account, which must be paid at the time of cancellation. These fees are MULTIPLIED by the number of dogs/cats scheduled.

BOARDING - secured with a deposit:

If your boarding reservation WAS secured with a deposit (new or infrequent customers, or peak/holiday seasons), and you cancel LESS THAN 10 DAYS PRIOR to your appointment (“Late Cancel”) or you FAIL TO CANCEL (“No Call/No Show”), your deposit will be forfeited. If you cancel at least 10 days before your scheduled check-in date, your account will be credited and you will be able to use your credit for future boarding services. _____

EARLY RETURN/DELAYED DROP-OFF POLICY: If you cancel one or more nights of boarding, but your dog/cat is still staying for part of the reserved stay during major holidays or peak season reservation, we will assess a “delayed drop off” fee and/or an “early return” fee equal to the number of days you cancelled per dog/cat. _____

DAMAGES: We make every attempt to provide your pet with the finest quality care in a secure environment. Although we are a secure facility, we make no claims of being “destructive dog-proof”. In order to provide the best possible boarding accommodations for your pet at reasonable rates, we cannot absorb the cost or responsibility for damage done to our facility by destructive dogs. IT IS THE RESPONSIBILITY OF THE PET OWNER FOR ANY AND ALL DAMAGES DONE TO OUR FACILITIES AND/OR FURNISHINGS. YOU WILL BE BILLED FOR DAMAGES WHEN YOU PICK UP YOUR PET. Please remember that we have the right to refuse services. Heavily destructive dogs will be banned from future stays at our facility. _____

WHAT TO BRING: Please bring collar, leash, food (optional) and any medications needed for your dog. We supply all bedding, toys, and bowls. Do NOT bring rawhide bones or foam, cedar, or non washable beds. Please clearly mark all belongings with your dog’s name. We are not responsible for any items lost or destroyed. _____

MARKETING/PHOTOGRAPHS: Photographs, videotape or digital recordings are taken of the facility, dogs, cats, customers and staff on a regular basis for, among other things, use in advertising by Bed and Biscuit, to post pictures or videos of my dog on the Bed and Biscuit website or social media sites for educational, entertainment or promotional purposes. Owner acknowledges that all such images are the property of Bed and Biscuit. Owner gives Bed and Biscuit and persons authorized by Bed and Biscuit consent, permission and authorization, without compensation, to use the images in any form. _____

TIME IN HOME: It is important that newly adopted/purchased pets have time to acclimate to their new home. Bed and Biscuit Ithaca, Inc. does not accept dogs or cats who have been in your home for less than 30 days.

Bed and Biscuit Ithaca, Inc. Service Agreement/Contract

I entrust Bed and Biscuit of Ithaca, Inc. (B&BI, Inc.) to care for my dog(s) / cat(s) for his/her boarding stay and agree to all of the terms and conditions set forth in the "Rules of the Game" and this Service Agreement. I understand that these agreements shall govern each time my dog stays at B&BI, Inc..

1. B&BI, Inc. agrees to provide day care, boarding, and/or grooming for the animal(s) set forth in the dog profile, and to provide other services as agreed to by and between the dog/cat owner and B&BI, Inc.
2. B&BI, Inc. pick-ups and drop-offs are during office hours only. Owner understands that B&BI, Inc. office is staffed during office hours only.
3. The parties understand and acknowledge that B&BI, Inc. has agreed to render services as described herein based upon the owner's representation that the dog/cat is healthy and has received all required and customary vaccinations, does not suffer from any disability, illness, behavioral characteristics or conditions which could adversely affect another pet being cared for or by B&BI, Inc..
4. Owner further assures B&BI, Inc. that the owner's pet is not aggressive, and has not at anytime in the past harmed or shown aggression or threatening behavior towards any other person or pet. Owner further assures B&BI, Inc. that there is no history of the dog(s) destructive behavior as a result of being confined in a small area. If the dog's behavior results in any injury to persons, other dogs or property, the owner shall bear the full expenses resulting from such conduct.
5. Owner understands that there are inherent and potential risks involved with interactions between humans and dogs, as well as between dogs and other dogs. Owner assumes and understands that the pet is in an environment where other pets shall be located together in a social atmosphere, and that B&BI, Inc., its owners, or staff, shall not be liable for the damage caused to the animal by injury or escape or other episodes, which may or may not be caused by or from another animal. Owner agrees that the owners shall remain liable for any damages that the animal may cause, including injury, bites, aggressive behavior, damage to property or other animals. Owner agrees that B&BI, Inc., its owners, and staff shall not be liable for any loss or damage to the animal by any cause, including (but not limited to) fire, theft, sickness or escape of animal, and bodily injury to human or animal.
6. The pet may be isolated and kept apart from other animals, should B&BI, Inc. in its employees or other agents' reasonable belief, determine that the animal may be in danger or may endanger other animals by virtue of its conduct, behavior, or aggressive propensities. Owner understands that B&BI, Inc. desires to maintain the health, reasonable care and comfort of all animals within its care facility, and to adequately provide for the safe keeping of such animals in which they have in custody.
7. The owner entrusts B&BI, Inc. in caring for the owner's pet(s). Should any decision affecting the handling of the pet become necessary as the result of inclement weather or other natural causes relating to such a decision, B&BI, Inc., its agents, and employees shall use reasonable judgment given the circumstances of the event or happening. (Example: We have the right to move your dog/cat to another facility, in the case of a fire or other natural disaster at our facility.)
8. B&BI, Inc. will not release your dog/cat to anyone but you without prior written notification. No pet will be released until all charges are paid in full or other arrangements satisfactory to B&BI, Inc. have been made.
9. Owner agrees to pick up their dog at the scheduled pickup time, and to provide notification if there is a change. Any dog that is left at B&BI, Inc. without any contact, instruction, or notification of owner, of the ability, willingness, or plans to pick him/her up by the owner or owner's designee, will be considered to be abandoned upon the tenth day of such notification failure. Owner understands that if owner abandons their dog/cat at B&BI, Inc., B&BI, Inc. will by default, become the legal owner and guardian of the dog/cat. B&BI, Inc. will, in its sole discretion, determine whether to try to rehome and adopt the dog or will relinquish the dog to an unrelated shelter of its choice. Owner understands that in the case of abandonment, they may be unable to retrieve possession of the dog and will have no recourse against B&BI, Inc.

I certify that I have read the rules and regulations set forth on the preceding pages and that I thoroughly understand this agreement. I agree to abide by the rules and regulations and accept all the terms, conditions and statements of this agreement.

Date: _____

Owner's Name (print): _____ Owner's Signature: _____

Pet's Name: _____ B&BI, Inc. Representative: _____