



Daycare & Boarding

## Enrollment & Service Agreement

1338 Illinois Street • San Francisco, CA 94107 • T (415) 826-DOGS (3647) • F (415) 826-3648 • www.dogpiledogs.com

### Owner Information

Owner 1: \_\_\_\_\_

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

City, State, Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Contact #1: \_\_\_\_\_

Contact #2: \_\_\_\_\_

Owner 2: \_\_\_\_\_

Address: (if different): \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Contact #1: \_\_\_\_\_

Contact #2: \_\_\_\_\_

### Persons Authorized to Pick-up

Name #1: \_\_\_\_\_

Name #2: \_\_\_\_\_

Name #3: \_\_\_\_\_

Name #4: \_\_\_\_\_

Name #5: \_\_\_\_\_

Name #6: \_\_\_\_\_

### Emergency Contacts

Vet name: \_\_\_\_\_

Clinic: \_\_\_\_\_

Phone: \_\_\_\_\_

### General Requirements for Canine Guests

#### All dogs must:

- be nonaggressive towards people and other canines <sup>1</sup>
- be 3 months of age or older
- be spayed/neutered by 7 months of age
- be healthy and free of communicable disease
- be current on vaccinations for Rabies, DHPP and Bordetella <sup>2</sup>
- be on approved flea control medication <sup>3</sup>
- test negative for intestinal parasites annually
- test negative for heartworm annually, and on heartworm preventative medication
- wear a quick-release buckle collar and Dogpile Dogs RFID tag <sup>4</sup>

<sup>1</sup> All canine guests enrolled at Dogpile Dogs must first pass the Enrollment Evaluation.

<sup>2</sup> Proof of current Rabies, DHPP, and Bordetella vaccinations must be provided to Dogpile Dogs.

<sup>3</sup> All canine guests are required to be on a Dogpile Dogs approved flea control medication such as Frontline or Advantage. Flea collars, and powders or other topical medications that can be inhaled by or transferred to other dogs and humans, are not permitted. Dogs arriving on site at Dogpile Dogs with fleas and/or ticks will be bathed at the discretion of Dogpile Dogs, and at the owner's expense.

<sup>4</sup> RFID requirement applies when the RFID tracking system is implemented at Dogpile Dogs.



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### General Procedures and Policies

#### DAYCARE AND OVERNIGHTS

**Feeding and administration of medications:** For daycare and/or overnights, bring all food in pre-packaged, pre-measured, individual servings, clearly labeled with the date and designated time for feeding, and your canine pal's full name (first, last). Additionally, provide prescription medications/supplements in their original container with explicit instructions for administration, and a label clearly indicating the full name of your dog (first, last).

If you provide your canine pal's meals and/or medications/supplements as stated above, we will gladly serve the meals and administer the medications/supplements to your pal carefully, as instructed, and for free, with lots of TLC. We have three designated feeding times: morning, beginning at 6 a.m.; mid-day, beginning at noon; and evening, beginning at 6 p.m.

**Health:** For the health and well-being of our canine visitors, Dogpile Dogs reserves the right to refuse a visit by an ill and/or flea/tick-infested pooch. If a canine visitor on site exhibits any signs or symptoms of a respiratory infection, or other communicable disease or condition, we will ask that the responsible parent immediately pick up their canine pal and, additionally, we will immediately separate the pooch from other canine guests. An ill pooch will be able to visit Dogpile Dogs only after he/she has been cleared by a veterinarian of any possible communicable disease or condition.

**Personal bedding and toys:** For overnights, there is no need to bring your canine pal's bed and/or toys. We provide everything that is needed for overnights, including comfy beds and blankets, suitable toys for group play, and lots of TLC.

#### PAYMENTS, REFUNDS, AND CANCELLATIONS

Payment for services are due by the start date of services, except for services requiring a reservation, which are due when the reservation is confirmed. We will bill out once a month to the credit card account on file for any outstanding charges for the current month. Refunds are available up to 14 days in advance of the start date of services. No refunds are available 14 days or less in advance of the start date of services. Therefore, there are no refunds for cancellations 14 days or less in advance of the start date of services.

#### DROP-OFF/PICK-UP OR CHECK-IN/CHECKOUT

##### Hours of Operation<sup>1</sup>

Monday–Friday: 7 a.m.–7 p.m.

Saturday/Sunday: 9 a.m.–5 p.m.

##### After Hours<sup>2</sup>

Monday–Friday: 7 p.m.–9 p.m.

Saturday/Sunday: 5 p.m.–7 p.m.

**After hours pick-up or check-in/check-out:** After-hours daycare pick-up, or overnight check-in/check-out, is available for a flat fee of \$15, Monday–Friday, 7 p.m. to 9 p.m. and Saturday/Sunday, 5 p.m. to 7 p.m. No reservations are needed for after-hours daycare pick-up.

**Check-in/check-out for overnights:** For overnights, there is no daycare charge for check-in after 4 p.m. or check-out by 10 a.m., on the day of check-in/check-out, respectively. Otherwise, a daycare fee will be charged for the day of check-in/check-out.

#### SERVICES REQUIRING RESERVATION

Reservations are not needed (nor accepted) for daycare and after-hours daycare pick-up. However, reservations are needed for all other Dogpile Dogs services, including overnights, spa services, on-site veterinary services, and birthday parties.

#### ARRIVAL/DEPARTURE

**Leashes:** For safety, all canine guests must be on a leash when arriving/departing Dogpile Dogs

**Safety Gates at reception counter:** The area beyond the reception counter at Dogpile Dogs is an employee-only area, and for safety, visitors must be escorted by a Dogpile Dogs employee at all times beyond this point, to view the facilities. Therefore, the safety gates attached to the reception counter are operated only by Dogpile Dogs employees, and we ask that visitors refrain from opening them.

**On-leash pick-up/drop-off and check-in/check-out:** For pick-up/drop-off or check-in/check-out, a Dogpile Dogs employee will meet you at the reception counter and guide your canine pal in or out of the reception counter gate, on leash. For drop-off/check-in, once your pal is safely behind the safety gates and inside the confines of Dogpile Dogs, we will remove the leash and return it to you. Therefore, when returning to pick-up/check-out your pal, please bring the leash. For pick-up/check-out, a Dogpile Dogs employee will receive the leash from you and attach it to your pal's collar, while he/she is behind the safety gates and within the confines of Dogpile Dogs. Your pal will then be guided out of the reception counter gate on leash, and the leash will be handed over to you.

**Customer Call Box:** For your convenience, there is a customer call box located at the reception counter. Upon arrival at Dogpile Dogs, please use this call box, to let our attendants in the play areas know that you have arrived to drop-off/pick-up your canine pal. Simple instructions are provided by the box, for operation.

1 Not including holidays. Daycare pick-up/drop-off and overnight check-in/check-out is available anytime during our hours of operation.

2 Not including holidays. After-hours daycare pick-up and overnight check-in/check-out (without per-minute penalties, stress and the hassle of reservations) is available for a flat fee of \$15.



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## Dog Identification Information

Name: \_\_\_\_\_

Breed/Mix: \_\_\_\_\_

Sex:                      M                      F

Birthday: \_\_\_\_\_

Age: \_\_\_\_\_

Spayed/Neutered                      Yes                      No

Weight: \_\_\_\_\_

(All dogs under the care of Dogpile Dogs must be spayed/neutered by 7 months)

## Health Information

Heartworm Medication: \_\_\_\_\_

Flea/Tick Medication: \_\_\_\_\_

Does your dog have any issues/conditions that would affect his/her ability to enjoy off-leash, cage-free daycare and/or overnights?

Yes                      No

If yes, please explain: \_\_\_\_\_

Has your dog had any communicable illness within last 30 days?

Yes                      No

If yes, please explain: \_\_\_\_\_

## Dog Personality Profile

Does your dog enjoy the company of other dogs?

Yes                      No

Has your dog ever bitten or otherwise behaved aggressively towards another dog?

Yes                      No

If yes, please explain: \_\_\_\_\_

Has your dog ever bitten or otherwise behaved aggressively towards a person?

Yes                      No

If yes, please explain: \_\_\_\_\_

Are there any circumstances that make your dog nervous and/or anxious?

Yes                      No

If yes, please explain: \_\_\_\_\_

Are there any objects that your dog might chew up and/or swallow (e.g., toys, furniture, bedding)?

Yes                      No

If yes, please explain: \_\_\_\_\_

Is your dog potty trained?

Yes                      No

Where does your dog go potty?                      Indoors                      Outdoors

## Social Behavior

Have you ever had any problems with your dog at an off-leash park?

Yes                      No

If yes, please explain: \_\_\_\_\_

Is your dog possessive with food, toys or other items?

Yes                      No

If yes, please explain: \_\_\_\_\_



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### Agreement

Owner Name ("Owner") \_\_\_\_\_ Dog Name ("Dog") \_\_\_\_\_

Owner and INAM, LLC ("Dogpile Dogs") agree as follows:

1. Owner understands and agrees that he/she is solely responsible and liable for any harm caused by his/her Dog to itself, other dogs, people or property, while his/her Dog is attending Dogpile Dogs and Owner agrees to maintain personal liability insurance to cover Owner in the event of such an incident.
2. Owner understands and agrees that in admitting his/her Dog to Dogpile Dogs, Dogpile Dogs has relied upon his/her representation that his/her Dog is in good health and has not harmed nor shown aggressive or threatening behavior toward any person or toward any other dog.
3. Owner is aware and understands that Dogpile Dogs is an off-leash, cage-free daycare and boarding facility. Owner is aware and understands that there are risks associated with his/her Dog's participation at Dogpile Dogs, such as contracting communicable diseases and incurring dog bites or other injury. Owner is aware and understands that his/her Dog will be required to wear a Dogpile RFID tag, when the RFID system is implemented at Dogpile Dogs. Owner understands and agrees that he/she voluntarily assumes all risk of loss, damage or injury that may be sustained by him/herself, his/her family and his/her Dog while in the care of Dogpile Dogs.
4. In the event that Owner's Dog is involved in an altercation or other interaction with other dogs, people or property, resulting in injury or damages, Owner agrees to communicate directly with the other human participants or owners of participant dogs or their agents, should they be requested to do so. To facilitate such communication, Owner authorizes Dogpile Dogs to release, at Dogpile Dog's sole discretion, Owner's name, address and telephone numbers to such other parties should they request such information. Owner hereby agrees to indemnify and holds harmless Dogpile Dogs, its agents, representatives and employees from any and all claims, suits, injuries, losses, damages and liability, of any nature, arising (1) from any injury, death, or loss of his/her Dog resulting from Dogpile Dogs's actions or from the action of his/her Dog or any other dog while in the custody of, or on the grounds or surrounding area of Dogpile Dogs or (2) out of Owner's Dog's participation at Dogpile Dogs, including his/her Dog's injury or harm to another dog, person or property, (3) from his/her or his/her Dog's withdrawal, cancellation or expulsion from Dogpile Dogs, and (4) from the release of his/her name, address and telephone numbers under circumstances arising from an altercation or interaction resulting in injury or damages. Dogpile Dogs retains the right to terminate in its sole discretion the membership and rights there under of Owner's Dog to participate at Dogpile Dogs.
5. Owner, for him/herself, his/her Dog, and his/her personal representatives, assigns, heirs, and next of kin hereby releases, waives and discharges Dogpile Dogs and its agents, representatives and employees, heirs, and assigns hereinafter called "Releasees" from all liability to Owner, his/her Dog, his/her personal representatives, assigns, heirs, and next of kin for all losses or damages, and any claim or demand therefore, arising from disease, theft, death, escape, harm or injury to any person, dogs or property including, but not limited to, physical harm to Owner or his/her Dog, whether caused by the negligence of Releasees or otherwise, while his/her Dog is in the custody of, or on the grounds of or surrounding area of Dogpile Dogs, regardless of whether the nature or extent of such loss, injury or damage cannot be ascertained until some future time, and Owner covenants not to bring any action against Dogpile Dogs or any other Releasee arising out of any such loss or damage.
6. Owner certifies that he/she is the sole owner of the Dog, free and clear of all liens and encumbrances.
7. Owner certifies that all information provided by Owner or Owner's representatives, to Dogpile Dogs, whether written or oral, about his/her Dog, including his/her Dog's health and/or behavioral history, is accurate and true.
8. Owner agrees to pay the rate for Dogpile Dogs services existing on the date when the services were provided. Owner agrees to pay for any and all additional charges for services either requested by Owner or deemed necessary by Dogpile Dogs.
9. Owner understands and agrees that payment for services for the care of Owner's Dog is due upon the start date of the services, except for payment for services for the care of Owner's Dog requiring a reservation, which is due upon confirmation of the reservation. Refunds are available up to 14 days in advance of the start date of services. No refunds are available 14 days or less from the start date of services. All Dogpile Dogs fees and services are subject to change without notice.



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10. Owner understands and agrees that Dogpile Dogs is free to photograph, videotape, and/or record Owner's dog while under the care of Dogpile Dogs, that Dogpile Dogs is the sole owner of any such photos, videotapes, and recordings, and materials resulting therefrom, and that Dogpile Dogs is free to use such photos, videotapes, recordings and other materials in any manner.
11. Owner understands and agrees that this Agreement, the Permission to Treat Authorization and Credit Card Authorization Form\*, which such agreements are incorporated herein by this reference, contain the entire agreement between Dogpile Dogs and Owner, and that all terms and conditions of this Agreement shall be binding on the heirs, administrators, and personal representatives and assigns of Dogpile Dogs and Owner.
12. Owner understands and agrees that Owner does hereby waive all rights and benefits which Owner now has or in the future may have under and by virtue of the terms of section 1542 of the Civil Code of the State of California which reads as follows: "A general release does not extend to claims which the creditor does not know or suspect to exist in his favor at the time of executing the release, which if known by him must have materially affected his settlement with the debtor." -
13. Owner understands and agrees that any controversy or claim arising out of this Agreement, or the breach thereof, or as the result of any claim or controversy involving the alleged negligence by any party to this Agreement, shall be settled by arbitration in San Francisco County in accordance with the rules of the American Arbitration Association, and judgment upon the award rendered by an arbitrator may be entered in any Court having jurisdiction thereof. The arbitrator shall, as part of his/her award, determine and award to the prevailing party costs of such arbitration and reasonable attorney's fees.
14. Owner declares that he/she has read and understands the contents hereof and voluntarily signs this Agreement. No oral or other representations, statements or inducements have been made to Owner, apart from the application, the printed advertisements published by Dogpile Dogs and this legal document.
15. Owner agrees to pay for all services provided to Owner or his/her Dog(s) by Dogpile Dogs, plus interest at the maximum lawful rate from the date payment is due, plus any fees and costs reasonably incurred by Dogpile Dogs to collect amounts owing from Owner, including attorneys' fees.
16. All information provided in this Agreement by Owner is true and correct. Owner understands that Dogpile Dogs is relying upon his/her statements as expressed herein in determining to provide services to Owner's Dogs.
17. Each provision of this Agreement will be considered separable; and if, for any reason, any provision or provisions herein are determined to be invalid and contrary to any existing or future law, such invalidity will not impair the operation of or affect those portions of this Agreement which are valid. This Agreement shall be construed without regard to any presumption or rule requiring construction against the party causing all or any part of such instrument to be drafted.
18. This Agreement is in all respects subject to the terms and conditions above, which have been read and unconditionally agreed to. Owner further agrees to observe strictly and comply with such additional terms and regulations as Dogpile Dogs may from time to time prescribe or deem desirable or necessary during the course of Owner's Dog's participation in Dogpile Dogs.

Executed at San Francisco, California on \_\_\_\_\_

Owner: \_\_\_\_\_  
Signature of Owner

INAM, LLC \_\_\_\_\_  
Signature of Dogpile Dogs representative

Owner's Name: \_\_\_\_\_ INAM, LLC Representative Name: \_\_\_\_\_

\*A Credit Card Authorization Form will be provided on site, and the completed form must be on file to complete the enrollment process.



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### PERMISSION TO TREAT AUTHORIZATION

My dog \_\_\_\_\_ (name) ("Dog") is a \_\_\_\_\_ (breed/mix) and is approximately \_\_\_\_\_ years/months/weeks old.

If my Dog becomes ill or injured, or in the event treatment is needed or advisable, as determined by the sole discretion of Dogpile Dogs ("Dogpile Dogs"), to preserve the good health and well being of my Dog, then Dogpile Dogs shall immediately attempt to notify me via the telephone numbers provided below; and if I cannot be reached by telephone or if I fail to instruct Dogpile Dogs regarding measures to be taken, or if an emergency situation exists, as determined by Dogpile Dogs's sole discretion, Dogpile Dogs is hereby authorized to engage the services of a veterinarian or give other attention to my Dog that appears advisable for the care, treatment and well being of my Dog.

In the event Dogpile Dogs engages the services of a veterinarian, I give the attending veterinarian permission to provide medical treatment of my Dog.

I authorize Dogpile Dogs and/or the veterinarian engaged by Dogpile Dogs to take all steps necessary or advisable, as determined in Dogpile Dogs's sole discretion, in the care and treatment of my Dog. I understand that I am granting Dogpile Dogs and said veterinarian full authority to take all steps necessary or advisable to treat or keep my Dog alive. I recognize this determination could result in extreme costs. I understand that Dogpile Dogs will make every attempt to contact me personally, but in the event Dogpile Dogs is unable to contact me, Dogpile Dogs will continue with the course of treatment advised by the veterinarian.

I agree to reimburse Dogpile Dogs for any and all expenses incurred for the medical treatment and care of my dog. Payment will be made upon receipt of statement for such treatment and care. This authorization shall be effective during all times that my Dog is in the care of Dogpile Dogs.

Signature of Owner: \_\_\_\_\_

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

Owner's Name: \_\_\_\_\_

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

Email Address: \_\_\_\_\_

### CONTACT INFORMATION

Try this number 1st: \_\_\_\_\_

Try this number 2nd: \_\_\_\_\_

Try this number 3rd: \_\_\_\_\_

Try this number 4th: \_\_\_\_\_

If your contact information changes, please provide Dogpile Dogs with your updated contact information, including alternative and emergency contact information. Dogpile Dogs will use this information to contact you in case of an emergency. When you travel, be sure to provide Dogpile Dogs with all information necessary to contact you, in case of an emergency, including the contact information of someone who is authorized to make potentially life-altering decisions for your dog, in your absence.



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Owner's Name ("Owner"): \_\_\_\_\_ Dog's Name ("Dog"): \_\_\_\_\_

Owner agrees that this credit card will be used for payment of any and all services performed by INAM, LLC for Owner's Dog. Owner also agrees that this credit card can be used for payment of bank fees in the event that a check is returned for any reason.

Credit Card Type:  MasterCard  Visa  Discover Credit Card No: \_\_\_\_\_

Name on Card: \_\_\_\_\_ Expiration Date: \_\_\_\_ / \_\_\_\_ Verification Code: \_\_\_\_\_

Billing Address: \_\_\_\_\_ City/State/Zip: \_\_\_\_\_

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

Owner's Signature: \_\_\_\_\_

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