



Welcome! Bark Avenue Daycamp's policy is to assess every dog before they take part in daycamp or boarding to ensure their visits here are a pleasant one. Assessments are FREE and allow Bark Avenue staff to assess your dog's social skills with other dogs as well as their comfort level with our team handling your furry family member in your absence.

REQUIRED PAPERWORK

Prior to the arrival of your dog's assessment, we require the following:

- Camper Questionnaire
- Service Contract
- Vaccination records: Rabies, Distemper, Bordetella (waivers available) and a negative fecal test within the last 12 months.

All forms and vaccinations records can be e-mailed to Info@barkavenuedaycamp.com or faxed to 630-524-9078.

ASSESSMENT SCHEDULE

Assessments are made by appointment only Monday thru Friday and Sunday. On the day of your dog's assessment, plan for them to be in our care for at least 4-5 hours.

Monday thru Friday assessments:

- Arrive between 6:30am-8am and pick-up hours are 12pm-1pm. Dogs arriving after 8:30am will not be able to proceed with their assessment.

Sunday assessments:

- Arrive between 8am-8:30am and pick-up hours are between 1pm-2pm. Dogs arriving after 9:00am will not be able to proceed with their assessment.

If we do not have all the completed paperwork we cannot proceed with the assessment.

When you are ready to set up an appointment or if you have any questions, please contact us at 630-289-8470.



Camper Questionnaire

Camper's Parent Information

Name: _____

Phone: _____

Address: _____

Cell Phone: _____

City/State/Zip: _____

Work Phone: _____

E-mail Address: _____

Emergency Contact Name: _____ Emergency Contact Phone: _____

Camper's Information

Name: _____

Birth Date: _____

Weight _____ Lbs

Medication needed while staying with us (Please list names of medications and detailed dispensing instructions)

Previous Injuries we should be aware of: _____

Limitations or special needs while in our care:

Communication Preference

We use text messages to communicate information about your dog while they are in our care as well as reminders for your appointments and other important information. **Do we have your consent to message you as needed?**

___ Yes ___ No



Polices & Procedures

Reservations are required for ALL SERVICES:

- Daycamp
- Boarding
- Training
- Grooming

Business Hours

Monday-Friday: 6:30am-10am and 12pm -7pm

Saturday: 8am-5pm

Sunday: 8am-5pm

Holidays

Bark Avenue operates 365 days a year. While the lobby may have limited hours or be closed on major holidays, staff is here caring for our boarders.

Lobby closed: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Titer Tests

Titer test results will be accepted in lieu of vaccinations.

Vaccinations

All dogs are required to be up to date on their Rabies, Distemper and Bordetella vaccinations. It is also required that all dogs have had a negative stool sample within the last year. Without these vaccines we cannot accept your dog into our facility so please ensure we have complete vaccine records before your check in date.

We also strongly suggest that you have a conversation with your veterinarian regarding the vaccine for canine influenza. While it is not a required vaccination, your dog may benefit from having this vaccine prior to attending daycare or boarding.

Note: Please be aware that because many veterinarian clinics have strict privacy guidelines, we do not request vaccination records on our client's behalf.

Boarding Drop-Off

We strongly recommend dropping your dog off as early as possible during our open lobby hours. This helps ensure they have plenty of time to play and are ready for a restful evening come bedtime.

Monday - Friday: Drop off between 6:30am and 10:00am or 12:00pm to 1pm. *Our lobby is CLOSED from 10:00am-12pm Monday-Friday for all drop offs & pick ups.

Saturday: Drop off between 8:00am - 1:00pm

Sunday: Drop off between 8:00am - 1:00pm

Boarding Pick-Up

Pick-ups after 1pm will incur an hourly daycare charge at a rate of \$8 per hour (\$10/hour for 2 dogs) until the time your dog is picked up. All check out times will be rounded to the nearest whole hour for billing purposes. If the boarding stay needs to be extended, there is no fee to do so.

What to Bring for Boarding

- Food & Treats: Pre-measure and pre-bag your dog's food/treats in individual bags for each meal, including two additional days, just in case. If you forget food, we do provide in-house food at \$4 per cup. We have a refrigerator, freezer, and microwave to accommodate any special dietary needs. There are never any extra fees for feeding or administering medications.
- Bedding: We want your dog to feel as comfortable as they are when they're home. We will provide all blankets and bedding free of charge. Please leave your furry family member's bedding and blankets at home. (Tip: if your dog has separation anxiety, feel free to bring a t-shirt with your scent and we will place this in your dog's kennel)
- Toys: If there are special toys or bones your dog can't do without, feel free to bring them. Our only request is to leave the squeaky toys at home as it may prevent the dogs from a restful sleep and can be distracting to our fellow boarders. Toys and bones are not allowed in the daycare and will be kept in your dog's individual kennel.
- Labels: While we inventory all your dog's belongings, it's always helpful to label as much as possible with your dog's first and last name.

Cancellation Policy

Bark Avenue Daycamp has a non-holiday cancellation policy of 48 hours. If 48 hours notice is not given there will be a one-night cancellation fee charged. **Holiday boarding cancellations must be made 72 hours in advance or the full visit will be charged.** There is a waiting list on holidays and Bark Avenue needs ample time to inform other guests of cancellations.



Service Contract

This is a Contract between **Bark Avenue Day Camp, LLC** (hereinafter called "Kennel") and the pet owner whose signature appears below or their agent (hereinafter called "Owner").

1. Owner agrees to pay the rate for boarding/daycare/grooming/training in effect on the date pet is checked into the kennel. Owner further agrees to pay all costs and charges for special services requested, and all veterinary costs for the pet during the time said pet is in the care of Kennel.
2. Owner further agrees that the pet shall not leave Kennel until all charges are paid to Kennel by Owner. All charges incurred by Owner shall be payable upon pick-up of pet, or when billed by Kennel at the address listed on Contract. Kennel shall have, and is hereby granted, a lien on the pet for any and all unpaid charges resulting from boarding the pet at Kennel. If Owner does not pick up the pet within 30 calendar days after the day the pet was due to be picked up, the pet shall be deemed to be abandoned. At this time ownership will transfer to Kennel and Kennel will make future arrangements for pet.
3. Owner specifically represents that he or she is the sole owner of the pet, free and clear of all liens and encumbrances.
4. Owner specifically represents to Kennel that the pet has not been exposed to rabies, distemper, parvo virus, or other contagious diseases within a thirty day period prior to boarding.
5. By signing this contract, Owner agrees that Kennel has full permission to use any picture, likeness, or image of pet for marketing purposes.
6. Kennel shall exercise reasonable care for the pet delivered by the Owner to the pet care provider. If interactive daycare is provided, Owner recognizes and accepts potential risks involved in such activity. Owner understands that the nature of Bark Avenue Daycamp, Inc. is to allow the animals to engage in animal pack behavior. Such behavior consists of running, jumping, playing, and other activities which may pose a risk of injury to the animals. If grooming is provided, Owner recognizes and accepts the inherent risks involved with animals when using grooming tools. Owner shall hold Bark Avenue Daycamp, Inc., its employees and agents harmless for said injury and assume the risk for same. The Owner further agrees to be solely responsible for any and all acts or behavior of said pet while it is in the care of the pet care provider, to include payment of costs for injury to staff or other animals or damage to facilities caused by the pet.
7. By signing this Contract and leaving pet with Kennel, Owner certifies to the accuracy of all information given about said pet and that Kennel's liability shall in no event exceed the lesser of the current chattel value of a pet of the same species or the sum of \$400 per animal boarded. The Owner further agrees to be solely responsible for any and all acts or behavior of said pet while it is in the care of Kennel including veterinary bills incurred for any pet as a direct result of said pet's behavior. Additionally, any medical bills incurred by staff as a result of said pet's behavior shall be the owner's responsibility.
8. If the pet becomes ill or if the state of the pet's health otherwise requires professional attention, the Kennel, in its sole discretion, may engage the services of a veterinarian or administer medicine or give other requisite attention to the pet, and the expenses thereof shall be paid by Owner.
9. By signing this contract, Owner acknowledges receipt and acceptance of Kennel's policies and procedures including but not limited to our cancellation policy.
10. This Contract contains the entire agreement between the parties. All terms and conditions of this Contract shall be binding on the heirs, administrators, personal representatives and assigns of Owner and Kennel.
11. Any controversy or claim arising out of or relating to this Contract, or the breach thereof, or as the result of any claim or controversy involving the alleged negligence by any party to this Contract, shall be settled by arbitration 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 this award, determine an award to the prevailing party of the costs of such arbitration and reasonable attorney's fees of the prevailing party.

Bark Avenue Daycamp, LLC. _____ **Dog Owner** _____
Date _____

Bark Avenue Daycamp
1540 Hecht Dr
Bartlett, IL 60103

Phone: 630-289-8470
Fax: 630-524-9078
Info@barkavenuedaycamp.com