



DOGTOPIA ENROLLMENT AGREEMENT

CONTACT INFORMATION

Name (First and Last)

Address (Home / Billing)

City, State, Zip Code

Primary Phone

Email Address

Name of Dog

PREFERRED WEEKLY SCHEDULE

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Full Day

AM Half Day

PM Half Day

Varying*

*For the enrollment of my dog for daycare services with The Grateful Hound, LLC d/b/a Dogtopia of Madison West (the "Daycare"), I acknowledge that by selecting a "Varying" schedule, Daycare reserves the right to decline my requests for preferred days of the week based on occupancy restrictions and the safety of my dog's playgroup. Dogs enrolled for regularly scheduled days are ensured Daycare access on any given week. If I choose not to commit to a regular weekly schedule for my dog, it is my responsibility to contact the Daycare far enough in advance of my selected days to ensure that the Daycare is able to accommodate my scheduling request. I acknowledge and agree that if the Daycare does not have occupancy for my dog on the day(s) I select, I will not be entitled to a refund of all or a portion of my enrollment fee for that week.

DAYCARE HOURS

The daycare hours are as follows: **Monday - Friday** 7:00 am – 7:00 pm **Saturday** 10:00 am – 5:00 pm **Sunday** 11:00 am – 2:00 pm

The Daycare will be closed on New Year's Day, Fourth of July, Thanksgiving Day and Christmas Day. The Daycare will be open whenever possible on a regularly scheduled day, except in the case of severe weather or other emergency. Enrollment fees are not reduced as a result of daycares closures.

SCHEDULE ACKNOWLEDGMENTS

Regular Schedule

Enrollment is based on my dog's anticipated or regular schedule. I will be charged additional days at my current enrollment plan's daily rate for a full day or the current pay per play rate for a half day, whichever applies, if my dog's attendance increases beyond my regular schedule. If my dog's schedule changes in any way, I will notify the daycare immediately. Enrollment fees are not pro-rated for illness, holidays, or emergency closures. I agree to pay the full weekly enrollment fee even if my dog is absent for one or more days, except for pre-arranged "pause weeks."

Dog Not Picked Up

If I am unable to pick up my dog and fail to notify an authorized employee of the daycare in advance or within 30 minutes after the Daycare closing time for that particular day, I acknowledge and agree that the Daycare will board my dog overnight and that applicable boarding fees will be charged to my account.



ENROLLMENT FEE INFORMATION

Enrollment Fee

My enrollment fee is a weekly charge of \$_____ for _____ plays at daycare per week. This rate will remain in effect from the Commencement Date set forth below through December 31st of the same calendar year (the "Term"). The Daycare will charge my weekly enrollment fee plus applicable tax to my account on the Sunday preceding services rendered.

Pause Week Fee

I agree to pay the full weekly enrollment fee even if my dog is absent for one or more scheduled days for that particular week. I acknowledge that I may pause my enrollment fee for up to four (4) full calendar weeks during the Term, in weekly increments, with no payment due provided I submit written notice thereof at least two (2) weeks prior to any pause week. I acknowledge that I may not pause my enrollment fee on a daily basis.

Late Pick-Up Fee

I agree to pay a late pick-up fee of \$20 per dog if I fail to pick up my dog between 15-29 minutes beyond the daycare's operating hours. The late pick-up fee does not constitute an agreement to provide after-hours service.

Payment Authorizations I authorize Dogtopia to:

- Initiate charges or debits to the credit/debit card I have on file with my account.
- Electronically credit my account in the amount of any returned item and a returned item fee in the maximum amount allowed by state law.
- Initiate one-time ACH debits to my credit/debit account for any amounts owed that become past due.

My payment authorizations will remain in effect for two (2) weeks after I give the daycare written notification to terminate the authorization

FINANCIAL OBLIGATIONS

- As the pet parent signing this Enrollment Agreement I agree that all amounts due are my responsibility.
- Accounts that are more than two (2) weeks in arrears may result in immediate termination of services; however, upon payment in full, enrollment may be reinstated with payment of all debit and applicable enrollment fees.
- Overdue accounts may be referred to a collection agency. I am responsible for all account balances, plus fees and costs as allowed by applicable law.
- If a credit/debit card processing error occurs or my auto-payment method is declined, I am responsible for providing updated credit/debit card information to the Daycare within seven (7) calendar days.
- Any prepaid balance of \$25 or less remaining at the time of my dog's disenrollment will not be refunded unless you request such a refund in writing within ninety (90) days of disenrollment.
- I agree to provide the Daycare with at least fourteen (14) calendar days advance written notice prior to my dog's last day of attendance at the Daycare. If I fail to provide such written notice, I agree to pay the full enrollment fees due for the advance notice period regardless of my dog's attendance

I have read, understand and accept terms in this Agreement. I will promptly provide the Daycare with updated information if any information I provide changes. Daycare management does not have the authority to change the terms of this Agreement (other than inserting information where required) either verbally or in writing. This Agreement may be terminated and my dog may be unenrolled by the Daycare without prior notice if, in the sole discretion of the Daycare, it is in the best interest of your dog or the Daycare. The Daycare reserves the right to modify its policies and/or programs at any time.

This Agreement will begin on SUNDAY, _____ ("Commencement Date")

The last four (4) digits of the credit card I wish to use for this recurring billing are: _____

- Pet parent signature

Date

- Daycare representative

Date