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## Policies & Procedures

**Reservations:** I understand that reservations must be made at minimum **24 hours in advance** to ensure acceptance for daycare. 7 tree farms reserves the right to accept or decline reservation requests made same day due to staff availability. When requesting boarding reservations, I understand that 7 tree farms will require my dog to come for a day of daycare prior to boarding if my dog has not had a completed reservation within 6 months of desired boarding dates.

**Drop off & Pick up:** I will have my dog on a leash when dropping off for boarding & daycare and they will be returned on a leash. I have reviewed the drop off and pick up times on the website and understand I cannot drop off/pick up outside these times. I understand that if I am approved by management for a late pick up or drop off there will be an additional charge.

**Boarding:** Boarding dogs will be fed according to the instructions provided. 7 tree farms will feed my dog(s) with the food I provide, morning and evening. I understand that my dog may not eat as much as they do at home. I will bring food in small container(s) no larger than 5lbs each. \*ziplock bags work great!\* I will provide enough food for the duration of my dogs stay. I understand that I will be charged for any additional food purchased & a travel fee if my dog runs out of food (if necessary). If my dog needs additives to encourage eating, I will be charged for the additional products used. (canned chicken, canned tuna, plain yogurt, beef or chicken broth or other dog safe toppings) Dishes and bedding will be provided by 7 tree farms. I understand that my dog will sleep in a crate with proper bedding. I will notify 7 tree farms if my dog cannot have any bedding with them in their crate for their safety.

**Daycare routine:** While at 7 tree farms I understand that my dog(s) will be in a group setting all day. I understand that if my dog is unable to self regulate during quiet time, they will be placed in a crate. If my dog displays any signs of toy or food aggression I understand that they will be placed in a crate during treat and activity time. I understand if my dog is required to go into a crate they are still being supervised by a 7 tree farms nanny. If my dog needs crate training, I understand that there may be an additional fee. I have read the routine on the website and understand what my dog will be doing while at 7 tree farms.

**Additional Services:** If my dog requires a bath while staying with 7 tree farms for any reason during boarding or daycare I understand I will be charged for the services required. I agree to pay in full at the time of pick up. I understand 7 tree farms does not need prior consent outside of this agreement and will only add services if absolutely necessary. Any additional services may be added for the health and happiness of my dog during their stay at 7 tree farms.

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**Promotions:** Free baths with a 20 day pass purchase at full price. Free baths given to dogs boarding 7 days or more. \*Dogs requiring professional groom will not be given a free bath but may qualify to receive a discount on a full groom. Free bath does not include toenail trim, de-shed treatment or hair trimming of any kind. Free baths not eligible on discounted passes.

**Additional Fees:** I understand that if my dog requires extra attention due to continuous behavior issues, I will be notified by a manager of the issues and charged according to the attention they require. (Diva fee)

**Treats:** While at 7 tree farms I understand my dog may be given various treats, small amounts of dog kibble, ice cubes, baby food, canned chicken, canned tuna, plain yogurt, peanut butter, canned pumpkin, whip cream, coconut oil, oatmeal, fruits & veggies etc. If any of these items are harmful for my dog I will specify in my account profile. If my dog requires special treats I will provide only the amount required for the length of their stay. I will specify in writing if my dog has any food or toy aggression.

**Hemp/CBD/calming treats/meds:** I understand that my dog(s) may be given a hemp/cbd treat or oil if they becomes overly anxious while at 7 tree farms. I understand the treats/oil are based on weight and I will be charged per unit given. (price varies depending on product used) I will provide any prescribed anti-anxiety meds if my dog requires them.

**Probiotics:** I agree that my dog can have the probiotics used by 7 tree farms if they have digestive issues while attending daycare or boarding. I understand the charges for these products will be added to my invoice.

**Physical Health:** I agree to keep my dog home if they have a cough, diarrhea, vomiting or display any symptoms of illness within 24 hours of their scheduled day of daycare or boarding. I understand I may be asked to come get my dog if they display any of these symptoms while they are at 7 tree farms.

**Personal Property:** I agree that 7 tree farms will not be responsible or liable for any lost, stolen, or damaged personal property belonging to me/my dog. I also understand and agree that my dog's collar *may* be removed in the play area to prevent injury to any dog. If my dog causes any damage to the 7 tree farms facility or equipment, the site where the services are provided, another dog, or otherwise I agree to be fully responsible for the FULL COST of any and all treatment, repair or replacement.

**Fees:** I agree to pay for all fees, services and products at the time I pick up my dog after each visit to 7 tree farms. When purchasing a daycare pass, I will pay at the time of pick up on the first day. I further agree to pay the cost of any debit charges returned or challenges for any reason. 7 tree farms does not accept payment by check.

**Cancellation Policy:** I understand that I will be charged for a full day of daycare if I fail to cancel my full day of daycare reservation or ½ day daycare reservation within **24 hours**. I understand that I will be charged for one night of boarding if I fail to cancel my boarding reservation at least **3 days** in advance. If my reservation is within 5 days of listed holidays, my reservation must be canceled **7 days** prior to the reserved dates. {New Years Day, President's Day, Easter, Jordan School District Spring Break, Memorial Day, 4th of July, Labor Day, Jordan School District Fall Break, Thanksgiving, Christmas} If I fail to cancel a reservation for

boarding, I understand that I will be charged a no-show fee equal to two (2) nights of boarding. I understand that I will not be given a refund for any services already given.

**Grooming Cancellation Policy:** I understand that I am required to give the groomer **48 hours** notice if I need to cancel. (This will give the groomer enough time to fill the appointment slot) If I fail to cancel I understand that I may be charged 50% of the last grooming charge or projected grooming estimate on the day of scheduled my appointment. I understand that I will not be able to book grooming services again until this is paid.

**Refund Policy:** I understand that I will not be given a refund for passes purchased or on any services already rendered. If a refund is granted by management, I understand that I will be responsible for any fees associated with the charges. (Credit card fees will be deducted from refunded amount)

**Aggressive/Intact Dogs:** I understand that if my dog is deemed aggressive, based on the results of 7 tree farms temperament test; has not been neutered (over the age of 6 months) or is in heat, he/she will not be permitted to attend daycare or boarding. If my dog is unaltered and comes into heat during their visit, I will be required to pick up my dog immediately. If my dog acts aggressively or exhibits unacceptable behavior even after an acceptable temperament test he/she will be separated from the other dogs. 7 tree farms will consult owners about aggression and ways to address it, however aggressive dogs may be asked not to return to 7 tree farms. Such determinations shall be made at the sole discretion of 7 tree farms. I understand that if my dog injures another dog or employee while at 7 tree farms, I will be charged for the medical costs of the injured party. \*If my dog comes in heat during her boarding stay and I am unable to pick her up, I understand that I could be charged extra care fees.

**Abandoned Dogs:** I will not neglect to pick up my dog from 7 tree farms by the time he/she is scheduled to leave without providing notification. Any dog that is left at 7 tree farms without any contact, instruction or notification from me or my personal representative will be considered abandoned upon the third day of such notification failure. I understand that if I abandon my dog at 7 tree farms, 7 tree farms will by default, become the legal owner and guardian of the dog. 7 tree farms will determine whether to try to rehome and adopt the dog from the 7 tree farms location at which he/she was abandoned or relinquish the dog to an unrelated shelter of its choice. In addition, 7 tree farms may charge the credit card on file for the continued cost of boarding based on current rates and any additional costs that may arise from attempts to find a home for the abandoned dog. I FULLY UNDERSTAND AND AGREE THAT IF I ABANDON MY DOG AT 7 TREE FARMS, I MAY BE UNABLE TO RETRIEVE POSSESSION OF MY DOG AND WILL HAVE NO RECOURSE AGAINST 7 TREE FARMS.

**Veterinarian Liability and Care:** I agree to allow 7 tree farms to obtain medical treatment for my dog if it appears that he/she is ill, injured, or exhibits any other such behavior that would reasonably suggest that my dog may need medical treatment. I AGREE THAT I AM FULLY RESPONSIBLE FOR THE COST OF ANY SUCH MEDICAL TREATMENT AND FOR THE COST OF ANY TRANSPORTATION FOR THE PURPOSE OF SUCH TREATMENT PROVIDED TO MY DOG. I agree to provide veterinary records to 7 tree farms upon request. 7 tree farms will make every effort to contact you or your authorized representative before calling the Veterinarian on file.