



## Fenway Bark

Stay. Play. Heal.

88 Black Falcon Ave, #188

Boston, MA 02210

617. 464.4 364

[www.fenwaybarkonline.com](http://www.fenwaybarkonline.com)

### ***GAME RULES GUEST PROFILE AND APPLICATION SERVICES AND STAY AGREEMENT***

At Fenway Bark, **our commitment** to you is:

1. To provide every guest with accommodations and care equal to that provided for our own four-legged family members;
2. To maintain a safe environment for all of our guests and caretakers; and
3. To HAVE FUN!

To that end, we ask you, the client, to:

- (i) carefully review our policies (also known as **Game Rules**) set forth below;
- (ii) complete the following **Guest Profile and Application**, answering all questions as accurately and completely as possible; and
- (iii) sign the **Services and Stay Agreement** set forth below. Once we receive this document back from you filled out accurately and completely and signed as appropriate, we will call you to set up a boarding and Behavior Evaluation and interview.

## **GAME RULES**

**At Fenway Bark, our Game Rules are:**

### **I. Behavior**

- A. All dogs must pass the Fenway Bark “Try Outs” Assessment for enrollment in our programs. Clients will need to certify that their dog(s):
  - 1. Have not harmed or shown any aggressive or threatening behavior towards any person; and
  - 2. Are not aggressively protective of food or toys.
  
- B. The dogs’ safety and health is our main priority. Keep in mind that although dogs are supervised when playing with other dogs, guests may still receive an occasional nip or scratch. We have veterinary technicians on staff to address any small injuries that might occur while in our care. If required, a veterinarian and/or animal clinic will be on call to provide additional, more comprehensive services. Therefore by consenting to group play, owners will assume responsibility for costs incurred due to such injuries.
  
- C. All dogs must be leashed to enter and exit Fenway Bark. Please do not use a retractable leash or chain collar. All dogs must be wearing a quick release collar when in play group. Dogs should not be recreationally walked on the pier for their safety and yours since it is an active, working pier. Please do not walk your dog(s) anywhere on the pier except to transport your dog(s) to and from Fenway Bark’s premises. Please use only the main entrance on the north side of the building to enter and exit Fenway Bark.
  
- D. We will not accept fence climbers.
  
- E. All dogs that are not well socialized will require private care for day care, private overnight boarding and private walks instead of group play time in the park. The fee for private walks is not included in the day care or overnight boarding rate.
  
- G. For overnight guests, Fenway Bark is the owner’s designated guardian of pets in our care.

## II. Health and Vaccinations

- A. All guests must be at least 4 months of age to stay at Fenway Bark.
- B. **Fenway Bark will NOT accept the following:**
  - 1. Guests that have a terminal illness and are in the late stages of that illness;
  - 2. Guests that have had a communicable illness of any kind during the 30 days prior to check-in; and
  - 3. Guests that have been exposed to a communicable illness during the 30 days prior to check-in.
- C. Fenway Bark **requires** that all guests be on a regular, year round internal (i.e., worms) and external (i.e., fleas and ticks) parasite treatment program. If external parasites are discovered upon check-in, a flea bath will be required at owner/guardians' expense. Additionally, if internal parasites are discovered during their stay, treatment and/or Specialized Care fees may apply.
- D. Dogs participating in day care will be required to be neutered/spayed at age 6 months. If a dog is boarding overnight only, and fully intact, arrangements will be made for private overnight boarding.
- E. All guests must provide proof of current vaccinations or proof of sufficient immunity against Rabies, DHPP, and Bordetella. Guests must also have the results of a fecal float test within the past 6 months.
- F. Bordetella must be administered at least 11 days prior to check-in if it has expired or has never been administered. We require a Bordetella vaccine once a year but strongly recommend a booster vaccination every 6 months for our guests.
- G. Vaccination documentation must be confirmed 3 days prior to check-in for non-holiday periods and 10 days prior for holiday periods.

### Reservations

- A. A room can only be guaranteed if the reservation is confirmed and paid for in advance.
- B. A reservation can only be confirmed if the following is on file:
  - 1. A valid credit card;
  - 2. Proof of current vaccinations; and

3. Signed copies of our Fenway Bark Game Rules, Services and Stay Application, Guest Profile and Agreement.
- C. Check in and check out are available from 6:30 am to 9:30 pm, 7 days a week, 365 days a year. A call in advance of arriving is required for check in or out outside of those hours.
- D. Room rates will apply to any dog staying after 8 pm. 1/2 day rates will apply to any dog picked up following an overnight stay after 11 am.
- E. A no-show reservation is defined as more than 4 hours after the scheduled check-in time, at which time, the room will be released and the reservation canceled.
- F. Reservations of 20 nights or more require a 50% deposit at the time of booking.
- G. Reservations may be cancelled by Fenway Bark due to non-performance by Clients with regards to the following items:
  1. Vaccinations and health requirements; or
  2. Credit Cards
- H. A credit card must be on file. The entire reservation period will be charged to the client's credit card 24 hours in advance of arrival.
- I. Fenway bark shall be entitled to charge a client's credit card for any and all services requested, whether by telephone, email, fax or other media during the course of a pet's stay at Fenway Bark. Fenway Bark shall also be entitled to charge a client's credit card for each day a dog is not picked up after the pre-arranged pick-up date/time.

#### **IV. Food**

- A. Please measure all food brought to Fenway Bark into individual servings and store in small plastic containers or baggies labeled with the dog's first and last name, date and time of feeding.
- B. Unless you request otherwise, we will use treats to reinforce your dog's good behavior (and we will ignore unwanted behaviors such as jumping, etc.). Treats will be given in small bite-size quantities. If you have specific treats you would like us to use, please provide these as well, stored in small plastic containers or baggies with the dog's first and last name and date, along with any limits or other instructions on feeding.

## **V. Bedding**

All dogs who stay in the hotel for two nights or more will have their hotel-provided bedding washed unless the Clients request otherwise. We will only accept bedding from your pet's home that is easily washable. We advise you to invest in a Fenway Bark proprietary bed at home for ease of use and transition to Fenway Bank's accommodations.

## **VI. Emergency Medical Care and Procedure**

In case of any emergency situation or injury, you will be contacted immediately. If we are unable to reach you or your emergency contact and if immediate medical attention is required, we will transport your dog to South Boston Animal Hospital or VCA Weymouth who are both on call for Fenway Bark for 24 hour emergency coverage. If the situation does not require immediate attention, you will be contacted and advised of the situation, and we will follow your instructions.

## **Abandoned Pets**

If a dog is not picked up by the pre-arranged pick-up date/time, and Fenway Bark does not receive instructions from the Client within 3 days from such pick-up date, Fenway bank shall be entitled to turn the dog over to the City of Boston Animal Control and Adoption Center.

**Any changes to these Games Rules without Fenway Bark's written consent will be considered null and void. Fenway Bark reserves the right to change these Game Rules at any time and will make every attempt to notify Clients of any changes.**

**GUEST PROFILE AND APPLICATION**  
**Please Disregard if you have completed registration on line**

**I. Client Information**

Main Client Contact:

Last name \_\_\_\_\_ First name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_ Ext. \_\_\_\_\_

Mobile Phone \_\_\_\_\_

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

SKYPE address \_\_\_\_\_

Fenway Bark will not sell, release, or distribute any e-mail addresses. Please check here if you would like to receive e-mail communication from us.

I would like to receive e-mail communications from Fenway Bark.

Additional Client Contact:

Last name \_\_\_\_\_ First name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_ Ext. \_\_\_\_\_

Mobile Phone \_\_\_\_\_

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

Fenway Bark will not sell, release, or distribute any e-mail addresses. Please check here if you would like to receive e-mail communication from us.

I would like to receive e-mail communications from Fenway Bark.

Emergency Contact: (Other than the above)

Emergency contact last name \_\_\_\_\_ First name \_\_\_\_\_

Emergency contact phone numbers: Home Phone \_\_\_\_\_

Work Phone \_\_\_\_\_ Mobile Phone \_\_\_\_\_

Please list the name(s) of those authorized to drop-off/pick-up your dog:

(We will only release your dog to the names listed below.)

\_\_\_\_\_  
\_\_\_\_\_

Please let us know how you heard about us?

\_\_\_\_\_

Please let us know if you are interested in: Day care \_\_\_ Overnight care \_\_\_ Both \_\_\_

Please let us know if you are the sole owner of your pet, or if anyone other than you has claims to your pet.

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## II. Guest Profile

### A. Vitals

Dog's name \_\_\_\_\_ Any Nickname(s) \_\_\_\_\_

Breed \_\_\_\_\_ Age \_\_\_\_\_ Please circle: Male Female

Birth date \_\_\_\_/\_\_\_\_/\_\_\_\_ Color \_\_\_\_\_

Weight \_\_\_\_\_ Distinguishing marks \_\_\_\_\_

**See Game Rules – Spaying/neutering - required by 6 months of age for day care.**

Is your dog spayed or neutered? Please circle: Yes No Spaying or neutering is scheduled for \_\_\_\_\_

Is your dog licensed? Please circle: Yes No

Dog license number: \_\_\_\_\_

### B. Grooming

How does your dog react to being bathed?

\_\_\_\_\_

How often do you brush your dog? \_\_\_\_\_

Does your dog like to be brushed? Please circle: Yes No

If not, what have you tried to make it more enjoyable? \_\_\_\_\_

\_\_\_\_\_

How does your dog react to having his/her nails trimmed?

\_\_\_\_\_

Does your dog have any sensitive areas on his/her body?

\_\_\_\_\_

Does your dog have any sensitive areas on his/her body that he does not like touched?

Please circle: Yes No

If yes, where? \_\_\_\_\_

Does your dog have favorite petting spots?

\_\_\_\_\_

### C. Health

Dog's Veterinarian Information:

Veterinarian: Dr. \_\_\_\_\_ at \_\_\_\_\_ Hospital/Clinic

Address:

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Phone number \_\_\_\_\_ Fax number \_\_\_\_\_

Date of last complete physical exam \_\_\_\_\_

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The following will be discussed in the snout-to-tail

### ***SERVICES AND STAY AGREEMENT***

In order to obtain services for my pet(s) from Fenway Bark Stay. Play. Heal. ("Fenway Bark"), I/we, the undersigned pet owner, hereby agree as follows:

1. I/we hereby certify that I/we have read and understand the Fenway Bark Game Rules, have answered the Guest Profile and Application as completely and accurately as possible, and understand, acknowledge, agree and intend, on my/our own behalf, and on behalf of my/our agents, representatives, relatives, successors, and assigns, to be bound by, all the terms and conditions contained in the Game Rules and in this Services and Stay Agreement (the "Agreement").
2. I/we acknowledge that Fenway Bark will take all reasonable steps to provide a safe and stimulating environment for my/our pet(s) in its care. I/we recognize that there are inherent risks of illness or injury when dealing with animals in pet day care and overnight boarding. I/we understand that pets in groups are at a higher risk of incidents including, but not limited to, bites, fights, fear aggression, object guarding, and behavior problems and/or acting out.

I/we understand that if my/our pet(s) become(s) ill or is/are injured at Fenway Bark or while being transported by Fenway Bark, I/we will be solely responsible for any costs and expenses, including veterinary costs, incurred on my pet's/pets' behalf. In addition, I/we will hold Fenway Bark, and its owners, employees, contractors, agents and invitees, as well as Fenway Bark's clients (and clients' pets), harmless from any claims or damages I/we may have, including veterinary costs, as a result of any such illness or injury. In addition, if Fenway Bark incurs any costs and expenses, including veterinary costs, on behalf of my/our pet(s) as a result of any such illness or injury, I/we agree to reimburse Fenway Bark for any such costs and expenses.

3. I/we hereby grant permission to Fenway Bark, and its owners, employees, contractors, and/or agents, to take any and all action necessary to secure the well-being and health of my/our pet(s), including any medical attention deemed necessary.

In the event of serious injury and/or illness, I/we hereby give consent to Fenway Bark and its owners, employees, contractors and agents, to act on my/our behalf in the event that I/we cannot be contacted, to authorize and/or refuse any necessary medical treatment for my/our pet(s). I/we understand that I/we will be responsible for any and all costs incurred for such treatment.

5. I/we understand that Fenway Bark reserves the right to refuse or revoke admittance to any pet that displays any behavior deemed dangerous or inappropriate and that does not meet the health requirements set forth in the Game Rules. I/we also understand and agree that if my/our pet ever bites or attacks another pet or person, whether on Fenway Bark premises or otherwise, that he/she cannot return to Fenway Bark.

6. I/we hereby indemnify and hold harmless Fenway Bark, its owners, employees, contractors, agents, invitees, or otherwise, for any and all injury, damage, loss, liability, claims, expenses, demands, causes of action, suits, rights and entitlements of any kind, caused by my/our pet(s) during the course of day care, or boarding, or while my/our pet(s) is/are being transported by Fenway Bark, or otherwise, including without limitation, reasonable legal costs and attorney fees.

7. I/we hereby agree to release and hold harmless Fenway Bark, its owners, employees, contractors, agents, invitees or otherwise, from any and all injury, damage, loss, liability, claims, expenses, demands, causes of action, suits, rights and entitlements of any kind, whether known or unknown, suspected or unsuspected, I/we may suffer, relating in any way to the services provided by Fenway Bark, including without limitation any illness, injury, death or damage my/our pet(s) may suffer during or after participating in day care or overnight boarding.

8. I/we understand that on occasion my/our likeness(es) or my/our pet's/pets' likeness(es) may be captured on video or other media while at Fenway Bark. I hereby authorize Fenway Bark to use, broadcast, and/or reproduce my/our likeness(es) or my/our pet's/pets' likeness(es) in video, print, or other media without compensating me/us for any such use.

9. This Agreement shall govern all services to be provided by Fenway Bark to me/us, as authorized by me/us, whether in person, by telephone, mail, email or fax. I/we understand and agree that Fenway Bark shall be entitled to charge my/our credit card for any and all services requested whether by telephone, email, fax or other media during the course of my/our pet's/pets' stay at Fenway Bark. Fenway Bark shall be entitled to charge a Client's credit card for each day a dog is not picked up after the pre-arranged pick-up date/time.

10. I understand, acknowledge and agree that if my/our pet(s) is/are not picked up by the pre-arranged pick-up date/time, and Fenway Bark does not receive instructions from me/us within 3 days from such pick-up date/time, Fenway Bark shall be entitled to turn my/our pet(s) over to the City of Boston Animal Control and Adoption Center.

11. This Agreement, the Game Rules, the Guest Profile and Application and any exhibits attached thereto, supersede all prior discussions and writings and constitute the entire agreement between me/us and Fenway Bark.

12. This Agreement, and any related or supplemental documents and notices provided hereunder, shall be construed and interpreted in accordance with and be governed by the laws of the State of Massachusetts.

13. This Agreement may not be and shall not be deemed or construed to have been modified, amended, rescinded, canceled or waived in whole or in part, except in writing signed by me/us and Fenway Bark.

**Please sign and date this Agreement in the space provided for below and initial each of the preceding pages of this Agreement.**

CLIENT SIGNATURE(S)

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Print Name:

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Print Name:

Dated: \_\_\_\_\_