



DOGTOPIA ENROLLMENT AGREEMENT

All selections made below as well as the terms and conditions outlined within represent the Agreement between Grateful Hound, LLC, d/b/a Dogtopia of Madison West and the Pet Parent as listed on page 2. Please submit one enrollment agreement per dog. See page 2 of this agreement for full terms and conditions.

WELLNESS *plans*

| MOST POPULAR | | | | |
|--------------|-------------|------------|------------|--|
| UNLIMITED | 3X | 2X | 1X | |
| \$134 | \$102 | \$70 | \$36 | |
| 63% savings | 11% savings | 8% savings | 5% savings | |

⇒ WEEKLY SCHEDULE

The selected weekly schedule is reserved for your dog from the Commencement Date to the end of the calendar year or the Termination Date, whichever is sooner. Individual dates may be rescheduled within the same billing cycle, as occupancy allows.

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY |
|--------|---------|-----------|----------|--------|
| | | | | |

⇒ NAPTIME MEALS & BEDDING

If you intend to bring a meal, treat, or bedding for your pup to receive over the 12-2 p.m. naptime, please check the box below and include a description. E.g. "1 bag of kibble, red fleece blanket" Please label everything with your dog's name.

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⇒ VIP DROP OFF'S & PICK UP'S

For an additional \$5/day + tax, you can extend your dog's drop off and pick up window from 6:30 a.m.—7:30 p.m. This is a 75% savings and a benefit offered only to enrolled dogs. Please select below the days that you want these extended hours.

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY |
|--------|---------|-----------|----------|--------|
| | | | | |

⇒ HERO DOG PROGRAM

For less than the cost of tax (our daycare services are tax-free), you can help us sponsor service dogs for veterans! Fetch it Forward and donate \$1/play to the Dogtopia Foundation, our 501(c)(3) non-profit. If your pup is enrolled for three plays per week, this would equate to \$12/month equaling \$156/year. If every dog was a HERO DOG, we could sponsor 3+ service dogs every year! *Imagine the impact.* 100% of these proceeds go to the Dogtopia Foundation. Tax receipts are distributed annually.

☐

become a **HERO DOG**

CONTACT INFORMATION

Pet Parent Name (First and Last)

Name of Dog

Address (Home/Billing)

City, State, Zip Code

TERMS AND CONDITIONS

Daycare Hours. Daycare hours are as follows: Monday-Friday 7:00 a.m.—7:00 p.m., Saturday 10:00 a.m.—5:00 p.m. 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 daycare closures, expected or emergency.

Store Policies. I acknowledge I have read and agree to abide by all store policies and fees as outlined in my Pet Parent Agreement as well as posted online at <https://www.dogtopia.com/madisonwest/store-policies-fees/>

Changes to Regular Schedule. I acknowledge that by selecting a weekly schedule for daycare services with The Grateful Hound, LLC d/b/a Dogtopia of Madison West (the "Daycare"), I am reserving that weekly schedule through the calendar year. If I choose to cancel my enrollment, any future daycare reservations will be cancelled along with my billing. Any request to reschedule reservations for specific dates will be reviewed for approval based on playgroup occupancy for that date; however, the Daycare will make all efforts to accommodate my request. I acknowledge that I will not receive a refund or a pro-rated credit if I cannot successfully reschedule within the same billing cycle. I may add additional plays to any given week, occupancy permitting, to be charged at my current enrollment plan's discounted daily rate for a full day or the current pay per play rate for a half day, whichever applies.

If I have selected VIP Drop Off & Pick Ups on page 1, I am agreeing to an additional \$5/day + tax charge, to be processed as part of my weekly enrollment agreement in exchange for care an additional 30 minutes prior and after business hours. If I choose not to take advantage of this access on any scheduled day, I will not be refunded or pro-rated the fee. Any additional days for which I require early drop off or late pick up will be subject to regular rates.

 **Enrollment Fee.** My enrollment fee is a weekly charge of \$_____ for _____ play(s) at daycare per week plus VIP Drop Offs &


Pick Ups at \$_____ (\$5/day) + \$_____ donation to the Dogtopia Foundation. 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. I may upgrade or downgrade my plan up to four (4) times per year provided I submit written notice thereof at least one (1) day prior to the commencement date of my new plan.

Pause Weeks. 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 notice thereof at least one (1) day prior to the charge date to be paused. Pauses due to vet recommendation or in order to comply with Dogtopia policies will not count against my allotted four pause weeks. I acknowledge that cancelling one or more of my dog's scheduled plays does not cancel or pause my billing for that cycle or future. A clear request to pause payments must be made in writing.

Payment Authorization. I authorize the Daycare 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 initiate one-time ACH debits to my credit/debit account for any amounts owned 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 Agreement.

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. Overdue accounts may be referred to a collection agency. I am responsible for all account balances, plus fees & 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 I 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, regardless of my dog's attendance.

I have read, understand, and accept the 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 my dog or the Daycare.

 This Agreement for a weekly charge of \$_____ (+ applicable sales tax) will commence on SUNDAY, _____.

Pet Parent Signature

Date

Daycare Representative

Date