

Dogtopia Enrollment Agreement



WEEKLY WELLNESS PLAN *pricing*

No Plan, Full Rate
\$38

2X Weekly
\$70
save \$6/week

3X Weekly
\$102
save \$12/week

Unlimited Play
\$134
save \$81/week

I'm also interested in: ☐ Overnight Stays \$10/night discount ☐ Puppy Club ages 8 wks-1 yr ☐ Training ☐ Grooming/Spa

START

PET PARENT INFORMATION

All selections made below, as well as the Terms and Conditions outlined on page 2, represent the Agreement between Grateful Hound, LLC, d/b/a Dogtopia of Madison West and the Pet Parent identified below. One form per dog required.

Pet Parent (First & Last Name)

Name of Dog

Street Address

Zip Code

Email Address

SELECT 2-6 DAYS FOR YOUR DOG'S WEEKLY SCHEDULE

The selected weekly schedule indicates your Wellness Plan selection and will be reserved for your dog from the Commencement Date to the Termination Date. You may reschedule individual weeks as occupancy allows.

Monday
☐

Tuesday
☐

Wednesday
☐

Thursday
☐

Friday
☐

Saturday
☐

Unlimited Plans Only

DO YOU NEED EARLIER DROP OFF OR LATER PICK UP TIMES?

Upgrade to a VIP drop off and pick up window and extend your hours on the selected day(s) from 6:30 a.m. – 7:30 p.m. for an additional \$5/day. Refunds are not available for unused VIP extended hours. Without VIP, the fee is \$20/occasion.

Monday
☐

Tuesday
☐

Wednesday
☐

Thursday
☐

Friday
☐

WILL YOUR DOG BE A HERO?

Add a donation equal to \$1/play to the Dogtopia Foundation, our 501(c)(3) non-profit and for less than the cost of tax (daycare is tax-free), 100% of your donation will go to sponsoring a service dog for a veteran. Every \$6000 raised sponsors one dog. If every dog was a hero, we could sponsor 3+ service dogs every year! *Imagine the impact.*

☐ *make my dog a* **HERO DOG**

TERMS & 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, Independence Day, Thanksgiving Day, and Christmas Day. The Daycare will be open whenever possible on regularly scheduled days, except in the case of severe weather or other emergency. Enrollment fees are not reduced or refunded 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.

Enrollment Fee. My enrollment fee equals the weekly charge of my selected wellness plan plus any selected upgrades for VIP Drop Offs & Pick Ups and Hero Dog donation(s) 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 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 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. The Daycare 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 is for a total charge of \$_____ (+ applicable sales tax), commencing on SUNDAY, _____.
(inserted by Daycare)

CONTINUE

Pet Parent Signature

Date

Daycare Representative Signature

Date