



## Bark Avenue

421 Welham Rd, Barrie, On, L4N 0B6 \* (705) 770-PAWS

### PICK UP POLICY

**The following is our pick up and drop off policy. Please read carefully as it contains very important information.**

I am aware that Bark Avenue closes at 7pm Monday-Friday, 6pm on Saturdays, and 6pm on Sundays. I will pick my animal up before 7pm (Monday- Friday) and 6pm (Saturday-Sunday). If I do not arrive before 7pm (Monday-Friday) and 6pm (Saturday-Sunday) there will be an overtime charge of \$1.00 per minute. There will be a five minute grace period from 7 – 7:05pm (Monday-Friday) and 6 – 6:05pm (Saturday-Sunday). This grace period is in effect because of a possible discrepancy in different clocks or watches.

I will call Bark Avenue if I am going to be late (e.g. after my regular scheduled pick up time). I will call as a courtesy to the staff because I understand that the scheduling of staff is centered around the time of the hours of operation. Also as a courtesy to my animal because they begin to wait for me at a specified time and may become upset if I do not arrive on time. I am aware that I will not be charged an overtime fee if I pick up my animal past my regular scheduled time, before 7pm (Monday-Friday) and 6 pm (Saturday-Sunday); overtime fees only apply if I pick up my animal after 7pm (Monday-Friday) and 6 pm (Saturday-Sunday).

If I do not arrive at Bark Avenue by 7:15pm (Monday-Friday) and 6:15pm (Saturday-Sunday), and I have not phoned Bark Avenue to explain I will be late, then I understand that Bark Avenue staff will call all the numbers on my emergency pick up list located on my registration form. If I do not arrive by 8pm (Monday-Friday) and 7pm (Saturday-Sunday), and the emergency pick up list is unsuccessful, and there has still been no word from myself, then I understand it is the Day Care policy to bed my dog down and feed him/her the house brand food, and the overnight fee will apply in addition to my daycare or boarding fee.

**I have read and accept the terms above:**

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