BB DOG SITTING & TRAINING

Owner: Barnabas Bucao • Pea Ridge, Arkansas
bbdogsitting.com • hello@bbdogsitting.com • (479) 397-1705

Board & Train Agreement

Master Client Agreement — signed once; applies to all future Board & Train programs until an updated version is issued

Agreement Version 2 Effective Date: November 3, 2026

1. Master Agreement; Scope; Future Bookings

This Board & Train Agreement (the "Agreement") is between BB Dog Sitting & Training, owned and operated by Barnabas Bucao in Pea Ridge, Arkansas ("BB," "we," "us"), and the client named below ("Client," "you"). "Dog" means each dog listed in Section 2 or later added to your client account.

Signed once; covers all future Board & Train programs. This is a master agreement. You sign it one time, and it applies to all Board & Train programs you book with BB from the date you sign until BB issues an updated version. Specific dates, drop-off and pickup times, dogs included, and prices for each booking are set when you book through bbdogsitting.com and are shown on that booking's Stripe invoice. Each booking is governed by this Agreement.

Updated versions. BB may update this Agreement from time to time. BB will provide the updated version to you (for example, by email or through your client account), and you must accept the updated version before your next booking can be confirmed. The version in effect at the time a booking is made governs that booking. If you do not accept an updated version, BB may decline future bookings, but bookings already confirmed under the prior version are unaffected.

Services. BB provides residential training programs in which your dog lives in BB's home and receives daily structured training along with full boarding care (feeding, water, potty breaks, exercise, and administration of medications you provide). Programs are led by a certified trainer and are based on industry-standard, force-free training methods. All care is provided in BB's private home in Pea Ridge, Arkansas, where other client dogs and household dogs may be present.

2. Client, Emergency Contact, Dog & Veterinarian Information

Information below may be kept current through your client account at bbdogsitting.com. You agree to keep it accurate and up to date.

Client

Client Full Name		**Phone**	
Email		**Mailing Address**	
Alternate Phone		**Preferred Contact Method**	

Emergency Contact (someone other than Client)

Name		**Relationship**	
Phone		**Alternate Phone**	

Dog(s)

Dog Name	Breed	Age	Weight (lbs)	Sex (M/F)	Spayed/ Neutered (Y/N)

Updating your dog list. You may add, remove, or update dogs through your client account. Each dog added later is covered by this Agreement once it is listed on your account and, where required, accepted by BB (including any required evaluation and vaccine verification). It is not necessary to sign a new Agreement to add a dog.

Veterinarian

Veterinarian / Clinic Name		**Vet Phone**	
Clinic Address		**Pet Insurance (if any)**	

3. Evaluation & Eligibility

- **Every dog is evaluated before booking.** BB may decline any dog after evaluation.
- **Dogs with serious aggression or reactivity are not eligible** for Board & Train programs.

4. Programs & Pricing

Program	Length	Standard Price (per dog)	Launch Special – 20% off (per dog)
2-Week Program	14 consecutive 24-hour periods	$1,800	$1,440
4-Week Program	28 consecutive 24-hour periods	$3,200	$2,560

- **Launch special:** 20% off for the first 2 clients only, while spots last. Whether a launch-special price applies to a booking is shown on that booking's invoice.
- **Pickup timing:** pickup is at the same time of day as drop-off, exactly 14 days (2-Week) or 28 days (4-Week) later. Drop-off and pickup times for each program are set when you book and appear on your invoice.
- **Training tracks:** Basic Obedience or Advanced Obedience. A 4-Week Program may combine Basic + Advanced, or Advanced plus extras such as Canine Good Citizen (CGC) test preparation. The track for each program is selected at booking.

5. What Each Program Includes

- **60 minutes of dedicated one-on-one obedience training per dog, every day**, plus lifestyle training woven into daily life (manners in the home, crate and door routines, calm greetings, leash walking, and similar skills).

- **Public field trips** to dog-friendly places to practice in real-world settings: **2 field trips** (2-Week) or **4 field trips** (4-Week).
- **Daily photo and/or video updates.**
- **A 1.5 to 2 hour handoff lesson at pickup**, teaching you how to use and maintain your dog's new skills.
- **Refresher lessons:** one 1-hour refresher lesson per week of training (**2 lessons** for the 2-Week Program, **4 lessons** for the 4-Week Program). Lessons are credited to your client account when the program invoice is paid, **expire 6 months after the program ends** if unused, and **have no cash value** (they cannot be refunded, exchanged, or transferred for money).

6. No Guarantee of Results

Every dog learns differently. **BB does not guarantee specific training results.** Training outcomes depend on the individual dog (including age, temperament, history, and health) and on your continued, consistent practice after the program ends. You agree to follow the handoff lesson guidance and practice regularly.

7. Payment & Booking Confirmation

- Payments are made by Stripe invoice. **A program is confirmed only when its invoice is paid.** Unpaid requests do not hold dates.
- Payment processing fees are added on top of the service price. They're typically about 3.3% + $0.30 for card payments. The most current rates are applied by Stripe on your final invoice.
- Any additional charges (for example, extra boarding days beyond the program, flea treatment, supplies, or veterinary reimbursement) are due within 7 days of invoice. Unless otherwise agreed in writing, any extra days before or after a program are billed at BB's boarding rates.

8. Cancellation & Refund Policy

- **75% refund** if you cancel **at least 14 days before** the program start date.
- **50% refund** if you cancel **less than 14 days before** the program start date.
- **No refund once the program begins**, with one exception: if BB sends a dog home early for a safety reason (Section 11), you receive a prorated refund for unused days, less costs owed as described there.
- Refunds are issued to the original payment method through Stripe. Payment processing fees may not be refundable. Refresher-lesson credits for a cancelled program are removed.

Why this policy: significant time and resources are committed to each scheduled dog, and last-minute cancellations free up limited space that is unlikely to be filled on short notice.

9. Vaccinations, Health & Disclosure

- **Required vaccines:** Rabies, DHPP (distemper, hepatitis, parainfluenza, parvovirus), and Bordetella. Each vaccine must be current through the last day of the stay or program.
- Vaccine records must be uploaded to your client account and verified by BB before a booking is confirmed. BB may refuse or end care for any dog without current, verified records.
- Each dog must be on current flea and tick prevention. If fleas or ticks are found, BB may treat the dog with a standard product at your expense or require pickup.
- You must fully and truthfully disclose each dog's health conditions, behavior (including fear, anxiety, resource guarding, escape attempts, and reactivity toward people or dogs), **any bite history**,

medications, and allergies, and update BB promptly through your client account or by email if anything changes.

- Dogs should be free of contagious illness. Please do not bring a dog that has shown signs of illness (coughing, vomiting, diarrhea, lethargy) in the prior 7 days without first contacting BB.

Medications (name/dose/schedule)	
Allergies	
Health Conditions	
Behavior Notes / Bite History	

10. Supplies You Provide

- Enough of each dog's regular food for the full booking (plus a little extra), with feeding instructions. Sudden diet changes can upset a dog's stomach.
- All medications in original labeled containers, with written dosing instructions.
- A secure, well-fitting leash and collar or harness with current ID tags (rabies tag recommended).
- Any training equipment you currently use or that BB recommends for your dog's program (BB will discuss this at evaluation).
- BB will take reasonable care of items you bring but is not responsible for normal wear, chewing, or loss of toys, bedding, or other personal items.

11. Behavior & Early End of Program for Safety

The safety of every dog and person in BB's care comes first. BB may end a program early and send a dog home for safety reasons, at BB's reasonable discretion. Examples of safety reasons include:

- Biting, or a serious attempt to bite, a person.
- Serious aggression toward other dogs that causes, or is likely to cause, injury.
- Aggression or reactivity that was not disclosed (or not observed at evaluation) and cannot be safely managed.
- Contagious illness (for example, kennel cough or symptoms of parvovirus) that puts other dogs at risk.
- Severe distress or anxiety causing harm to the dog, such as refusing food for an extended period, destroying a crate, or self-injury.
- Escape attempts that make safe containment impossible.
- Information you provided about the dog's health, behavior, or bite history is found to be materially false or incomplete.

BB will contact you (or your emergency contact if you cannot be reached), and the dog must be picked up **within 12 hours** of that contact by you, your emergency contact, or an authorized pickup person. If the dog is not picked up within 12 hours, BB may arrange appropriate care (such as a veterinary clinic or boarding facility) at your expense.

Prorated refund for unused days. This is the only exception to the no-refund-once-started rule. If BB sends a dog home early for a safety reason, you will receive a prorated refund for the unused portion of the program: the program price you paid, divided by the number of 24-hour periods in the program (14 or 28), multiplied by the number of full unused 24-hour periods remaining after pickup. Example: a 2-Week Program at $1,800

ended after 6 days → 8 unused days × ($1,800 ÷ 14) ≈ $1,028.57 refunded, less any costs owed. Unused refresher-lesson credits remain on your account under their normal terms.

Costs owed. Any refund will be reduced by amounts you owe under this Agreement related to the incident, such as veterinary costs for your dog or for another dog or person injured by your dog, and property damage caused by your dog. Where the early end results from information that was not disclosed or was materially false, you still receive the prorated refund described above, less those costs; no additional penalty applies.

12. Emergency Veterinary Care Authorization

If BB reasonably believes a dog is ill or injured and needs veterinary care, BB will make a reasonable attempt to contact you first, then your emergency contact. If neither can be reached in time, or the situation is urgent, you authorize BB to obtain care from your listed veterinarian or, if unavailable or in an emergency, the nearest available veterinary clinic or emergency hospital, and to transport the dog there.

- **Authorization limit:** You authorize up to **$500** per incident without further approval if you cannot be reached. Above this amount, BB will continue trying to reach you; the treating veterinarian may provide care needed to stabilize the dog or relieve suffering.
- **You are responsible for all veterinary costs** and related expenses (including reasonable transport costs) for your dog, whatever the cause, except to the extent caused by BB's gross negligence or willful misconduct. You agree to pay the clinic directly or reimburse BB within 7 days of an invoice.
- BB is not a veterinarian and does not give medical advice. BB will follow the treating veterinarian's instructions.

13. Assumption of Risk

You understand that caring for dogs in a home with other dogs carries inherent risks that cannot be fully eliminated even with good supervision and precautions. These include, but are not limited to: dog-to-dog play and interaction; minor injuries such as scratches, nicks, scrapes, small punctures, sore pads, or muscle strain; stress-related changes in appetite or digestion; and contagious illness such as canine infectious respiratory disease ("kennel cough"), which can spread even among vaccinated dogs. Board & Train programs also include **off-site public field trips and outings** to dog-friendly places (such as stores, parks, and patios), which carry additional risks such as encounters with unfamiliar people, dogs, and other animals, wildlife, insects, traffic, terrain, weather, and transport in BB's vehicle. Training itself involves physical activity and may cause normal tiredness or minor soreness. You knowingly and voluntarily assume these risks for your dog(s).

14. Limitation of Liability & Indemnification

BB will use reasonable care in caring for your dog(s). To the fullest extent permitted by Arkansas law:

- BB is not liable for illness, injury, loss, or death of a dog arising from the inherent risks described in this Agreement, from pre-existing or undisclosed conditions, or from the dog's own behavior, except to the extent caused by BB's negligence, gross negligence, or willful misconduct.
- Except for claims caused by BB's gross negligence or willful misconduct, BB's total liability for any claim relating to a booking is limited to the total amount you paid for that booking, plus reasonable veterinary costs directly caused by BB's negligence.

- **Indemnification.** You agree to indemnify and hold harmless BB and Barnabas Bucao from claims, damages, and reasonable costs (including reasonable attorney's fees) brought by third parties arising from your dog's behavior or your inaccurate or incomplete disclosures, except to the extent caused by BB's negligence or willful misconduct.
- Nothing in this Agreement limits liability that cannot be limited under applicable law.

15. Your Responsibility for Your Dog

You are responsible for any damage to property and any injury to people or animals (including BB, household members, household dogs, and other client dogs) caused by your dog, including reasonable veterinary and medical bills and repair or replacement costs, except to the extent caused by BB's negligence.

16. Pickup & Abandonment

You (or a person you authorize in writing through your client account or by email) must pick up your dog at the scheduled pickup time. If BB cannot reach you, BB will contact your emergency contact. If a dog is not picked up within **5 days** after the scheduled pickup and you have not contacted BB to arrange pickup, the dog will be considered abandoned. BB may then, after reasonable notice attempts to you and your emergency contact, place the dog with a local animal shelter or rescue or otherwise rehome the dog as permitted by Arkansas law. Daily boarding charges continue to accrue until pickup or placement, and you remain responsible for all charges and costs.

Authorized Pickup Person(s)	
Phone	

17. Photo & Video Release

BB takes photos and videos of dogs in its care to send you updates; this is part of the service. Separately, BB would like to share some photos and videos on its website and social media. This is optional — please check one:

☐ YES — BB may use photos/videos of my dog(s) on its website and social media. BB will not post my last name, address, or contact information.

☐ NO — Photos/videos of my dog(s) are for my updates only.

You may change your choice at any time by emailing hello@bbdogsitting.com; the change applies going forward.

18. Privacy & Payment Data

BB handles your personal information and your dog's records in accordance with the Privacy & Security policy posted at bbdogsitting.com. Card and payment information is entered and processed only by Stripe; BB does not see, receive, or store your full card number.

19. General Terms

- **Governing law and venue.** This Agreement is governed by the laws of the State of Arkansas. Any legal action relating to it will be brought in the courts located in Benton County, Arkansas.

- **Severability.** If any part of this Agreement is found unenforceable, that part will be limited or removed only as much as needed, and the rest stays in effect.
- **Entire agreement.** This Agreement (in the version in effect when a booking is made), together with that booking's confirmation and Stripe invoice, is the entire agreement between you and BB for that booking and replaces any prior discussions. Changes must be in writing (email is fine) or made by an updated version under Section 1.
- **Electronic signatures.** Electronic signatures, online acceptance, and signed copies delivered electronically are valid and binding, the same as originals.
- **Not a guarantee of availability.** Signing this Agreement does not reserve any dates; each booking is subject to availability and confirmation.

20. Signatures

By signing, you confirm that you are the owner (or legal guardian) of the dog(s) listed on your account, that the information you provided is true and complete, and that you have read, understand, and agree to this Board & Train Agreement, which will apply to all your future board & train bookings until replaced by an updated version you accept.

CLIENT	**BB DOG SITTING & TRAINING**
Signature:	Signature:
Printed Name:	Printed Name: Barnabas Bucao, Owner
Date:	Date:

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