BB DOG SITTING & TRAINING

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

Boarding Agreement

Master Client Agreement — signed once; applies to all future boarding stays until an updated version is issued

Agreement Version 2 Effective Date: November 3, 2026

1. Master Agreement; Scope; Future Bookings

This Boarding 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 boarding stays. This is a master agreement. You sign it one time, and it applies to all boarding stays 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 overnight in-home boarding: feeding, fresh water, potty breaks, exercise, supervised play where appropriate, administration of medications you provide, and companionship. 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. Eligibility

- BB boards **dogs over 40 lbs only**. All breeds are welcome.
- BB may require a meet-and-greet before a first stay and may decline any dog it believes cannot be cared for safely with other dogs.

4. Rates & How Days Are Counted

- **Rate:** $30 per 24-hour period, counted from your drop-off time.
- **Each additional dog:** the same rate, $30 per dog per 24-hour period.
- **Pickup up to 4 hours after the drop-off time of day:** no extra charge.
- **Pickup 4 to 8 hours after the drop-off time of day:** +$15 per dog.
- **Pickup more than 8 hours after the drop-off time of day:** counts as a full additional day (+$30 per dog).

Example (drop-off 9:00 AM Friday):

Pickup time	Charge (one dog)
By 1:00 PM Sunday (up to 4 hours after drop-off time)	2 days = $60
3:00 PM Sunday (4–8 hours after drop-off time)	2 days + $15 = $75
6:00 PM Sunday (more than 8 hours after drop-off time)	3 days = $90

Drop-off and pickup times for each stay are agreed when you book and appear on your invoice. If your actual pickup time changes, the charges above apply based on the actual pickup time and will be invoiced separately if needed.

5. Payment & Booking Confirmation

- Payments are made by Stripe invoice. **A booking is confirmed only when its invoice is paid in full.** 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, pickup-time adjustments, flea treatment, supplies, or veterinary reimbursement) are due within 7 days of invoice.

6. Cancellation & Refund Policy

- **Full refund** if you cancel by **12:00 PM (noon) Central Time at least 7 days before the stay's start date.**
- **After that deadline:** a **50% refund for the first 7 days** of the booking, and a **100% refund for any remaining days beyond the first 7.**
- **Refund requests** (for example, an early pickup or a service issue) must be submitted **within 48 hours after the stay ends.**
- **Early end for safety:** if BB sends a dog home early for a safety reason (Section 9), you receive a 100% 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.

Example: a 10-day stay cancelled 3 days before the start date → 50% refund for days 1–7 and 100% refund for days 8–10.

7. 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	

8. 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).
- 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.

9. Behavior & Early End of Stay for Safety

The safety of every dog and person in BB's care comes first. BB may end a stay 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.

Refund for unused days. If BB ends a stay early for a safety reason, consistent with the Cancellation & Refund Policy, you will receive a 100% refund for each full unused 24-hour period remaining in the booking, counted from the time the dog is picked up.

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.

10. 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.

11. 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. If BB takes dogs on walks or outings outside the home, those excursions carry additional risks such as encounters with other animals, wildlife, insects, terrain, and weather. You knowingly and voluntarily assume these risks for your dog(s).

12. 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.

13. 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.

14. 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	

15. 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.

16. 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.

17. 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.

18. 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 Boarding Agreement, which will apply to all your future boarding 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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