

Brammer Farms LLC

THE SHAGGY HOUND PET HOTEL

BOARDING INFORMATION:

- Our boarding rates are per 24 hour period. So the time you check in will determine your overall charges. If your dogs stay exceeds the 24 hour mark and starts a new day but will not exceed 12 hours, then you will only be charged for daycare (\$10 for up to 6 hours or \$15 for up to 12 hours per dog). If your dog stay exceeds 12 hours past their original drop off time, then you will be charged for a full day of boarding.
- To request boarding dates, you may click the "book now" button on either the Facebook page or website. This will take you to our booking site where you will set up an account for you and your pet. Be sure to review and sign our Terms and Conditions and sign them online. You will request your boarding dates there. Once you have done your initial account set up, anytime you need to book boarding dates you can simply sign in and request dates. It is suggested that you book your boarding dates as far in advance as possible to ensure availability. Holidays and peak vacation times do book up quickly. If we are fully booked for dates you are trying to book, we will gladly place you on a waiting list and notify you in the event of a cancellation. It is also important to note that just because the booking site allows you to submit a booking request, it doesn't always mean there is availability. Please wait to receive a confirmation email from us confirming that your booking has been approved. Due to some people having issues occasionally with the booking site, it's a good idea to text us at (256)654-0663 to let me know you've submitted a booking request so that we can ensure we have received it.
- The best way to communicate with me is via text message. This is for a number of reasons including 1) I am generally not in a position to be able to answer the phone and carry on a conversation due to dogs barking or having my hands full managing dogs, 2) we receive a LOT of information each day from multiple people regarding multiple dogs. I prefer text message because it allows me to go back and review information you shared with me at a later time so that it's not forgotten or confused with other clients. Please send a text message with your information or questions and I will respond as soon as time allows. If you are absolutely unable to text, then email would be my next preference followed by calling and leaving a detailed voice message. My cell phone # is (256)654-0663.
- All dogs must be current on vaccinations including Rabies, Kennel Cough (Bordatella), and DA2PP. Please text a photo of your proof of vaccinations from your veterinarian to (256)654-0663. The proof of vaccination should show the name of your veterinary clinic, your dogs name and identifying information, and your dogs vaccinations and next due date.
- All dogs MUST be on a flea/tick preventative. If they have not been on a flea/tick preventative, then you should give them a dose of Capstar to kill any existing fleas/ticks in addition to also starting them on a preventative. You must text a photo of your proof of purchase for your dogs flea/tick preventative. If your dog is found to have fleas, we will treat with a flea/tick bath and you will be charged an additional \$40 fee for treatment and removal of flea/ticks.
- Please send your dogs food in a sealed, hard, plastic container with their NAME and FEEDING INSTRUCTIONS written on it. Please include a scoop/cup for measuring your dogs food. If your dog eats canned food please label each can with your pets name. Please send pop top lids or include necessary can opener and plastic lids for cans. Please also include disposable plastic spoons along with can food. We are able to accommodate any food or treat that may require refrigeration. Do NOT send your dogs food in ziplock bags. Please do NOT send food or water bowls. Please send more food than you think your dog may need in case you are delayed in picking your dog up for some reason or in case we have to replace a meal due to being spilled, etc. It's always better to have too

much rather than not enough. If your dog runs out of food while they are with us, we will gladly pick up more food for you for an additional \$10 fee plus the cost of food.

- We are glad to administer any medications that your pet may require. Please be sure to include any aids required to get your pet to take their medication such as pill pockets, cheese, peanut butter, etc.
- You may send a toy for your pet to have in their individual kennel. Despite our best efforts, sometimes toys get torn up so please do not send anything that you will be upset over if it gets destroyed. Please do not send beds or blankets due to the risk of causing intestinal obstruction if a dog were to tear it up and ingest it. You may send treats or chews for us to give your pet when they are in their kennel as long as they are fully digestible and do not cause a choking hazard. All of our kennels include Kuranda cots for the dogs to sleep on and stainless steel food and water bowls. Our kennels are heated/cooled and kept at a comfortable temperature for the dogs.
- We schedule all drop-offs and pick-ups. We strive to be as accommodating to our clients as possible but also have a family and other responsibilities that require our time. It is important to be on time for your scheduled drop-off/pick-up time as we often have a full schedule of appointments. If you see that you will be early/late please give us adequate notice so that we can assist you with scheduling a different time. If you're more than 20 minutes late for your scheduled appointment and do not contact us to make other arrangements, you will be charged a \$15 late fee and we cannot guarantee that someone will be available upon your arrival. If you will not be able to keep your previously scheduled time, please contact us and we will do our best to accommodate your new time request. We understand that with travel, there is often delay with traffic, flights, etc. and simply ask that you communicate any changes as soon as possible and understand that we may not always be able to accommodate the time you need and may have to push it out to a later time. We prefer to schedule drop-offs and pick-ups between 7am and 6pm. On occasion, we may accommodate an earlier/later request, when possible, for an additional \$10 fee.
- If you need transportation assistance for your dog to/from the farm we can provide transportation, when available, for an additional fee. Our transportation fee is a minimum \$5 fee plus \$.65/mile round trip. We use harnesses and tethers on most dogs but can transport in a crate if needed. Please let us know if this is a service you would like to add when you book by making a note on your booking.
- We offer baths, nail trims and sanitary clips (face, feet and hiney trim) for your pets before they go home as add-on services. You can book these services in addition to your dogs boarding through the booking site by scheduling an "appointment".
- We are happy to keep you updated on how your pet is doing while you're away. We try to take photos daily and post to Facebook but may not get a photo of every dog online every day. If you would like to check on your pet, you may text us at (256)654-0663. We ask that you limit your updates to once per day at the most as sometimes we have several boarding dogs and many updates to send each day.

WE ARE EXCITED TO MAKE YOU AND YOUR PET PART OF OUR FAMILY HERE AT THE FARM! WE WANT YOU TO FEEL AS COMFORTABLE AS POSSIBLE THROUGHOUT THE PROCESS SO PLEASE LET US KNOW IF YOU HAVE ANY QUESTIONS.

Your dog should have fun on vacation too!