

Brammer Farms LLC
The Shaggy Hound Pet Hotel

FACILITY INFORMATION

PLEASE READ THIS INFORMATION ENTIRELY! YOUR PET MAY BE REFUSED FOR SERVICES IF YOU HAVE NOT FOLLOWED THESE INSTRUCTIONS!

REQUIRED DOCUMENTATION

Your pet will not be accepted if you have not provided all necessary documentation at least 48 hours in advance of their reservation. If we have not received your documentation 48 hours prior to your reservation/appointment, your reservation will be canceled and you will be charged 50% of the booking fee. It is the pet owner's responsibility to ensure their pet is up to date and that their required documentation is uploaded to your account and keep it updated as needed. IF AN APPOINTMENT OR RESERVATION IS CANCELED BECAUSE YOU FAILED TO KEEP YOUR PET UPDATED THEN YOU WILL BE RESPONSIBLE FOR CANCELLATION FEES OF 50% OF APPT/RESERVATION COST.

*****If your pet's vaccinations are expired and you are getting them updated for boarding, please note that vaccinations MUST BE ADMINISTRED AT LEAST 7 DAYS prior to the date your pet is boarding in order to give the body adequate time to build immunity.*****

*****Please note that if your pets vaccinations will expire during the course of their stay here at the farm, then you will need to update their vaccinations prior to bringing them for boarding as their vaccinations must be up to date for the duration of their time with us.*****

What is Required?	How Often?
Rabies (Dogs and Cats)	Vet will determine the next due date. These can be 1 year or 3 year vaccines
Canine Influenza (H3N2 & H3N8)	Requires initial vaccine and a booster 2-6 weeks after the first and then annually after that. Must be a BIVALENT vaccine. **This vaccine is only given upon request. It is usually not automatically part of annual vaccines**
Parvo/Distemper (Dogs)	Vet will determine the next due date. These can be 1 year or 3 year vaccines

Kennel Cough (Bordetella) (Dogs)	Vet will determine the next due date. These can be 6 month or 1 year vaccinations
FVRCP (Cats)	Vet will determine the next due date. Generally given annually.
Flea/Tick Preventative (Dogs and Cats)	The type of preventative you choose will determine how often it is due. Generally due monthly, however there are some that are due quarterly (Bravecto) and Seresto collars last 8 months. You must provide a photo of your RECEIPT or PRESCRIPTION LABEL showing the date of purchase and how many months supply you received. WE DO NOT ACCEPT OFF BRANDS! Only NAME BRAND preventatives. OTC brands we accept are Advantage, Advantix, Frontline and Soresto. We will accept any prescription brand preventative prescribed by your vet. Must have CURRENT receipt or prescription label. No exceptions!

All dogs/cats must be current on **Vaccinations** and **Flea/Tick preventative** during their stay. Please make sure you have an official proof of vaccination from your VETERINARIAN'S office and it MUST SHOW THE NEXT DUE DATE OF EACH VACCINATION. Oftentimes, this information is found under the "Reminder" section of your report/receipts from your vet. The proof of vaccination MUST show the **name of your veterinary clinic, your dog's name and identifying information, the vaccinations received and their next due date**. If you do not have this on hand, it is your responsibility to contact your veterinarian and obtain a copy. Once you have the documentation in front of you, simply take a clear photo of it with your phone and then upload it to your online account by clicking "upload file". Note: when uploading documents, you must wait for the photos to upload and then you will get a checkmark indicating that the upload is complete.

All dogs/cats MUST be on a flea/tick preventative. **To provide proof of this, we require that you upload a photo of your current receipt showing the item, the date purchased and the package indicating how many months supply it is OR a photo of the Rx label on the box showing the date prescribed/sold to you and how many months supply was provided.** If your pet has not been on a flea/tick preventative and they will be boarding in less than 48 hours, then you should give them a dose of **Capstar** to kill any existing fleas/ticks **AND** also start them on a separate monthly preventative. If your dog is found to have fleas, we will treat them with a flea/tick bath and you will be charged an additional **\$50 fee** for treatment and removal of flea/ticks. We take flea/tick prevention very seriously, so for the sake of keeping our facility flea/tick free and for the health and safety of your pet and everyone else's, we only accept quality, NAME BRAND preventatives. WE DO NOT ACCEPT OFF BRANDS! OTC brands we accept are Advantage, Advantix, Frontline and Soresto. We will accept any prescription brand preventative prescribed by your vet. We encourage you to talk with your vet to decide what method would be best for your pet. You must have a CURRENT receipt or prescription label. Please note that heartworm prevention is NOT the same thing as flea/tick preventative. **Please note, there are NO exceptions to this requirement.**

WHAT TO SEND WITH YOUR DOG

Do's	Dont's
<p>FOOD</p> <p>Do send your pet's food in a HARD, SEALED PLASTIC CONTAINER with their NAME AND FEEDING INSTRUCTIONS written on it. If you have more than one dog boarding, you may send one container for both dogs as long as they are the same size dogs. If one is large and one is small then they will likely be housed in separate rooms so please send two separate containers in that case. You may send wet food if it is normally part of your dog's diet. Please label each can with your name and send plastic spoons.</p>	<p>FOOD</p> <p>NO plastic bags</p> <p>NO bags of dog food</p> <p>NO containers that have lids that easily pop off or do not seal.</p> <p>NO canned/wet food if it is not typically part of your dogs diet</p>
<p>BELONGINGS</p> <p>You may send (1) one toy for your pet to have in their individual kennel. Please don't send anything that you would be terribly upset about if it gets destroyed.</p> <p>You may send bones or chews for your dogs to have throughout their stay as long as they are completely digestible (no rawhide) and do not pose a choking hazard.</p> <p>Please take your leash home with you</p>	<p>BELONGINGS</p> <p>Do NOT send blankets</p> <p>Do NOT send dog beds</p> <p>Do NOT send food or water bowls</p> <p>Do NOT send more than one toy</p>

- Please send your dog's food in a sealed, hard, plastic container with their **NAME and FEEDING INSTRUCTIONS** written on it.
- Please include a scoop/cup for measuring your dog's food.
- If your dog eats **canned/wet 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 canned food. **DO NOT SEND WET/CANNED FOOD FOR YOUR PET IF IT IS NOT PART OF THEIR NORMAL DIET. THIS WILL CAUSE AN UPSET TUMMY!**
- We are able to accommodate any food or treat that may require refrigeration including raw feeding and homemade meals.
- Do **NOT** send your dog's food in ziplock bags. It is not necessary to pre-measure and bag your pets meals.
- Please do **NOT** send food or water bowls.

- Please **DO** 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 \$15 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 & spoons, etc.**
- You may send one (1) 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 comfortable 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.

WHAT TO SEND WITH YOUR CAT

Do's	Dont's
<p>FOOD</p> <p>Do send your pet's food in a HARD, SEALED PLASTIC CONTAINER with their NAME AND FEEDING INSTRUCTIONS written on it. If you have more than one cat boarding, you may send one container for cats as long as they eat the same food. You may send wet food for your cat if that is their usual food. Please label each can with your name.</p>	<p>FOOD</p> <ul style="list-style-type: none"> • NO plastic bags • NO bags of cat food • NO containers that have lids that easily pop off or do not seal. • NO canned/wet food if it is not typically part of your cats diet
<p>BELONGINGS</p> <p>You may send (1) one toy for your pet to have in their individual kennel. Please don't send anything that you would be terribly upset about if it gets destroyed.</p> <p>Please bring your cat in a carrier for safety reasons.</p> <p>Please send a container of your cat's familiar cat litter with them to our facility. Put your name on the container.</p>	<p>BELONGINGS</p> <ul style="list-style-type: none"> • Do NOT send blankets • Do NOT send beds • Do NOT send food or water bowls • Do NOT send more than one toy

- Please send your cat's food in a sealed, hard, plastic container with their NAME and FEEDING INSTRUCTIONS written on it.
- Please include a scoop/cup for measuring your cat's food.
- If your cat eats **canned/wet 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 canned food. DO NOT SEND WET/CANNED FOOD FOR YOUR PET IF IT IS NOT PART OF THEIR NORMAL DIET. THIS WILL CAUSE AN UPSET TUMMY!
- We are able to accommodate any food or treat that may require refrigeration including raw feeding and homemade meals.
- Do **NOT** send your cat's food in ziplock bags. It is not necessary to pre-measure and bag your pets meals.
- Please do **NOT** send food or water bowls.
- Please **DO** send more food than you think your cat may need in case you are delayed in picking your cat 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 cat runs out of food while they are with us, we will gladly pick up more food for you for an additional \$15 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 & spoons, etc.**
- You may send one (1) 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.
- 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.

Rates:

Type of Service	<u>First Pet</u> Standard/Peak Rates	Each Additional Pet	Non-Refundable Booking Fee
Canine (Dog) Boarding	\$34- standard rate (Mon-Thurs) \$40- peak rate (Weekend/Holiday)	\$28-standard rate (Mon-Thurs) \$34- peak rate (Weekend/Holiday)	\$35 Per Pet
Feline (Cat) Boarding	\$24- standard rate (Mon-Thurs) \$30- peak rate (Weekend/Holiday)	\$18- standard rate (Mon-Thurs) \$24- peak rate (Weekend/Holiday)	\$35 Pet Pet
Daycare-Full Day (up to 11 hours)	Non-subscriber - \$28 Subscriber - \$23	NA	NA
Daycare Add-On for Grooming Appointments	\$15 No Charge for Subscribers	NA	NA

***Boarding rates are per 24 hour period. The time you check in and check out will determine your overall charges. If your dog's 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 (\$20 for up to 6 hours or \$26 for up to 12 hours per dog). If your dog's stay exceeds 12 hours past their original drop off time, then you will be charged for a full day of boarding.**

Peak Date Pricing

Monday through Thursday are charged at **STANDARD RATES**.

Friday, Saturday and Sunday are charged at **PEAK RATES** year round

The following dates will also be charged as peak rates:

January - Martin Luther King Day (Friday before through Tuesday after)

February - Presidents Day (Friday before through Tuesday after)

March - Spring Break week (Friday before through the Sunday after)

April - Good Friday (Thursday before through the Sunday after)

May - August (Friday before Memorial Day through the first full week of August)

September - Labor Day (Friday before through Tuesday after)

October - Fall Break (Friday before through day after the last day of scheduled break)

November - Veterans Day - (Day before through day after)

Thanksgiving Holiday (Wednesday before through Sunday after)

December - Christmas/New Years - Sunday before Christmas through January 2nd)

Discounts Offered

- "Originals" Discount - 10% off boarding services for those who were our original clients before 9/1/2018 as well as for any dogs who were adopted through our rescue program.
- Stays 7+ days receive 10% discount off boarding rates.
- Stays 10+ days receive 10% discount off boarding rates and a free bath.
- Stays over 14 days receive an Extended Stay rate of \$27/day per dog. Peak Rate surcharge of \$6/day on peak dates apply. No other discounts apply.
- Veteran/Military Discount - 5% off boarding rates. Must upload a photo of your Military ID to your online account.

Booking Fee

There is a **\$35 per pet NON-REFUNDABLE Booking Fee** required on all bookings. A more substantial Booking Fee may be required on larger bookings. If you cancel your booking for ANY reason, your Booking Fee will be forfeited. If you keep your booking as scheduled, your booking fee will be applied to your overall charges for your pet's stay. If you need to reschedule your booking dates and do so within four (4) days of your reservation dates, then we will gladly transfer your Booking Fee one time as a courtesy. Any changes made within four (4) days of your reservation dates will require a new booking Booking Fee. We will automatically process your Booking Fee. **Please add a credit/debit card to your account and your booking fee will be charged to your account after confirmation of your booking.**

Editing Existing Reservations:

Occasionally, clients find that they need to make adjustments to their boarding reservations. **Please do NOT cancel your existing booking and place another booking because you need to make a change.** Doing so will result in you losing your booking Booking Fee. If you need to make changes to your existing reservation, please submit a request through the client portal with your request and we will gladly update your booking. **Changes to your drop-off or pick-up dates that are made more than four (4) days in advance from your reservation start date will be honored and overall price adjusted. Changes made with less than four (4) days notice will be charged for the dates of original reservation if cost is more than actual dates of stay. Stays that are canceled more than four (4) days in advance of your reservation will not be charged and all that will be forfeited will be your Booking Fee. Stays that are canceled with less than 4 days notice will be responsible for 50% of the original booking cost.**

How to Book

To request boarding dates, you may click the "Book Now" button on either our Facebook page (search Brammer Farms LLC: The Shaggy Hound Pet Hotel) or website (www.brammerfarmsllc.com). You may also download the Gingr Pet Portal through your App Store. This will take you to our online booking site where you will set up an account for you and your pet. Be sure to review and sign our **Terms and Conditions** in your online account. You must also save a credit/debit card to your profile which will be used to process charges for your booking fee as well as for check out after any services. Once you have done your initial account set up, anytime you need to book boarding dates you can simply sign in and request dates. When signed in to your account, you can view future reservations, update information about your pet, upload required documentation, etc. 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. If you do not receive a confirmation from us **within 48 hours**, please text us at (256)654-0663.

Optional "Additional Services"

We do offer some additional services that you can add to your pet's booking to enhance their stay and make it a little more fun/enjoyable (if that is even possible!). These services can be added to your Reservation Request by clicking on the "Additional Services" tab and then clicking on the services you want to add and indicating how often and other details. The prices are per occurrence so, for example, if you add a Licki Mat for every day of your pets 5 day stay the total cost would be \$7 x 5 days = \$35. If you need to add additional services after submitting your booking, please text (256)654-0663 and we will add them for you. You'll also have an opportunity to add additional services on your Pre-Check form that you'll receive 24 hours before your reservation. See below for a sample of our add-on menu.

Spring Break Fun!

- Spring bandana \$3
- Spring bandana and photo shoot \$12
- Feather Extensions- \$3/ with tinsel - \$6

- Sparkly nail polish - \$10

Yummy Treats

- PAWsitively Gourmet Cookies - \$2, \$2.75, \$8
- Fruit Parfait - Yogurt and fruit treat your pup will LOVE! - \$8/serving
- Puppacino - Whip cream treat with a peanut butter cookie! - \$5/serving
- Broth Meal Topper - \$1/meal
- Meaty Meal Topper - \$3/meal

Enrichment Add-Ons

- One-On-One Playtime with a staff member - \$15/session
- Bedtime Snuggles and Turndown Treat Service - \$10/per night
- Special Enrichment Activity (Puzzles, Treasure Hunt, Snuffle Mats) - \$10
- Peanut Butter Licki Mat - \$8
- Supervised time with a Bully Stick in a holder - \$8
- Supervised Splash Pool Time (warm months only) - \$10

Training Session Add-On

- 30 minute Training Session (includes ten minute session with parent at pick up) - \$35

Grooming Services

- Nail Trim only - \$10
- Bath only - \$20+ price varies according to size and coat type
- Bath and Nail trim - \$30+ price varies according to size and coat type
- Dashed Bath - price varies according to size, coat type and condition

Drop-off and Pick-up of pets

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, some of which may not be at the farm. 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 (drop off/pick up/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. Please understand that we may not always be able to accommodate the time you request and may have to push it out to a later time. We schedule drop-offs and pick-ups between 7:15am-9am, 11am-12pm and 3:30-5:45pm. We may close for pick ups and drop offs on major holidays.

Transportation Services

If you need transportation assistance for your dog to/from the farm we do provide transportation, when available, for an additional fee. We can also assist with transportation to/from vet appointments, wedding venues, etc. Our transportation fee is a minimum \$5 fee plus \$.85/mile round trip. There is an hourly rate of \$20/hour that we stay with your pet at a location. When

transporting pets, we use harnesses and tethers on most dogs but can transport in a crate if requested. Please let us know if this is a service you would like to add when you book by making a note on your booking.

“Pup”dates (Updates) While You Are Away

We are happy to keep you updated periodically on how your pet is doing while you're away. While we try to take photos daily and post to Facebook, realistically we may not get a photo of every dog every day, especially during peak times. If you would like to check on your pet during their stay, you may text us at (256)654-0663 and request an update. We ask that you limit your requests for updates to once per 24 hours at the most as sometimes we have several boarding dogs and many updates to send each day.

Communication:

We do not have a dedicated receptionist or person to answer the phones. We are busy ALL day caring for the animals in our care, grooming, bathing, and training and cannot answer the phone. We have an amazing, intuitive online booking system to make it as easy as possible for our clients to handle uploading their documents and requesting reservations independently with ease. We ask that you please request services through the online booking system rather than texting or calling. Please note that grooming and training may be REQUESTED and we will contact you when we have availability.

THE BEST WAY TO COMMUNICATE WITH US IS VIA TEXT MESSAGE.

This is for a number of reasons including:

- 1) We are generally not in a position to be able to safely stop and answer the phone. The health and safety of the pets in our care are our top priority
- 2) We receive a LOT of information each day from multiple people regarding multiple dogs. As you can imagine, it's easy to confuse information about different dogs and different owners. We prefer written communication because it allows us to go back and review the information you have shared with us about your pet at a later time so that it's not forgotten or confused with other clients.
- 3) If you read this far, congratulations! You've earned a \$5 discount (one time use) for following instructions and fully reading the boarding information sheet. (Shh, please don't give this away by telling others). Please text the words "I love Brammer Farms" along with your first and last name to (256)654-0663 to receive your discount on your next stay. This is also a great time to save our contact info in your phone!
- 4) Please send a text message with your information or questions and we will be glad to respond as soon as time allows. If you want to make us aware of special information about your pet, the best way to do that is by updating your pets online account so that all staff who are caring for your pet can view the information you have shared.

If you are absolutely unable to text, then email (brammerfarm@gmail.com) would be my next preference followed by calling and leaving a detailed voice message. Our contact number is (256)654-0663. We do not answer this line so please do not call multiple times trying to reach

someone. The voicemail will instruct you to send a text message or leave a detailed voice message and we will follow up with you as soon as possible. We also have a toll free number that you will receive messages from through our booking system 1(877)654-0696.

We are excited to have you become part of the Brammer Farms LLC family!! We want your experience to be as simple and seamless as possible while also providing your pet with a fun, exciting stay!!

At Brammer Farms we believe,

Your dog should have fun on vacation too!!

Brammer Farms LLC

The Shaggy Hound Pet Hotel and Daycare

71 Stephenson Road, Hartselle, Al 35640

brammerfarm@gmail.com

(256)654-0663