

Brammer Farms LLC
The Shaggy Hound Pet Hotel

GROOMING INFORMATION

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

Rates:

Our grooming rates are general and are subject to change depending on the condition of your dog's coat. If your dog's coat is matted and requires additional time, there will be a minimum \$20 dematting fee. If your dog requires additional time due to difficult behavior, there may be an additional fee depending on the amount of additional time/staff required.

	Bath only Short hair/ Doodle/ Husky	Bath/Nails/Ears/Trim and Tidy Doodle/ Husky	Full body Groom Basic/ Doodle/ Husky	Discounts given:
Toy size (15lbs under)	\$16 / \$22 / \$35	\$40 and up	\$60 and up	*Pre-book and stay on schedule to receive \$5 off each appointment.
Small size (16-30lbs)	\$16 / \$25 / \$35	\$45 and up	\$65 and up	*Pre-book and stay on schedule to receive \$5 off each appointment.
Medium/Large (31 lbs -60lbs)	\$20 /\$30 /\$40	\$55 and up	\$75 and up	*Pre-book and stay on schedule to receive \$5 off each appointment.
Large (61-95lbs)	\$25 /\$35 /\$45	\$60 and up	\$85 and up	*Pre-book and stay on schedule to receive \$5 off each appointment.
X Large (96lbs - up)	\$35 /\$45 /\$55	\$65 and up	\$95 and up	*Pre-book and stay on schedule to receive \$5 off each appointment.
Additional Charges/Services	Dematting fee \$20+	Teeth Brushing \$5	Nail Painting \$15	
	Bandana \$1	Bow/Bowtie \$5	Color on Tail only - \$15 Color on Tail/Ears - \$25	

Discounts

- We offer a \$5 discount per appointment for clients who book their dog on a regular schedule recommended by our groomers and who keep their appointments. If you miss an appointment, you will return to regular pricing until you get back on schedule. By keeping your dog on a regular schedule, it makes grooming easier for both your dog and our groomer. Your dog's coat will stay in better condition, therefore grooming becomes less scary and painful and more enjoyable for your dog. We can help you achieve your goals for your dogs coat/appearance by helping you to maintain your dogs coat at the length and look your prefer. We cannot guarantee appointment availability for clients not on a schedule.

How to Book

To request grooming 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.brammerfarmslc.com). 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 can request your grooming appointment there. Please be aware that once I receive your request, I may have to move you to another date but I will message you to work out details if needed. Once you have done your initial account set up, anytime you need to book any services with us (boarding, daycare, grooming or training) you can simply sign in and request the services you need. When in your account, you can view future reservations, update specific information about your pet, upload documents needed, etc. 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.

REQUIRED DOCUMENTATION

*****Your pet will not be accepted at drop off if you have not provided ALL necessary documentation at least 24 hours in advance. This is the owner's responsibility to upload all required documents to your account!*****

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

What is Required?	How Often?
Rabies	Vet will determine the next due date. These can be 1 year or 3 year vaccines
Parvo/Distemper	Vet will determine the next due date. These can be 1 year or 3 year vaccines
Kennel Cough (Bordatella)	Vet will determine the next due date. These can be 6 months or 1 year vaccinations

Flea/Tick Preventative	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.
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All dogs 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 **MUST** be on a QUALITY flea/tick preventative. To provide proof of this, we require that you upload a photo of your receipt of purchase 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. Please do not go out and purchase the cheapest flea/tick preventative you can find because it likely will not be effective. 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, please purchase a **QUALITY** monthly preventative for your pet. We encourage you to talk with your vet to decide what method would be best for your pet. A few quality brand flea/tick preventatives to consider are Nexgard, Simparica, Trifexis, Bravecto (3 month), Seresto collars (8 month), K9 Advantix, Frontline or Advantage. We will no longer accept off brand products or Hartz as these products are not as effective. Please note that heartworm prevention is **NOT** the same thing as flea/tick preventative. **Please note, there are NO exceptions to this requirement.**

Cancellations

If you need to cancel or adjust your grooming appointment date, we ask that you do so at least 48 hours in advance in order to give us enough time to fill your appointment spot with another dog.

Cancellations made less than 48 hours in advance will be subject to a cancellation fee of 50% of your appointment total. This will be due at the time of cancellation and no further appointments will be scheduled for your pet until the cancellation fee is paid.

Drop-off/Pick-up Times

We will let you know your appointment time within a day or so of your scheduled appointment. For those that work and need to drop off before work and pick up after work, we offer half day of daycare for \$10. Your dog can play and then be groomed and ready for pick up in the afternoon. We generally schedule grooming dogs for 8:30am, 10:30am, 12:30p and 2pm. We will TEXT you when your dog is finished being groomed. Please do not return to pick up your pet until we have text you.

Transportation Services

If you need transportation assistance for your dog to/from the farm we do 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.

Communication:

To keep your cost as low as possible at this time, we do not have a dedicated receptionist or person to answer the phones. We are busy much of the day caring for the animals in our care, grooming, bathing, and training and cannot answer the phone. We recently upgraded our online booking system to make it as easy as possible for our clients to handle uploading their documents and requesting bookings 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 are based on staffing availability so while the system may allow you to request a service on a certain date, we may not be able to accommodate that date. If you request a service on a date that we cannot accommodate, we will reach out to you to reschedule. 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. I prefer written communication because it allows me to go back and review the information you have shared with me about your pet at a later time so that it's not forgotten or confused with other clients. 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. 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. My cell phone # 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.

Tips for maintaining your dog between appointments:

- For doodles/poodles, please purchase a slicker brush and a metal greyhound comb. You should brush your dog's coat frequently and pull apart any mats you see starting to form. These dogs will frequently mat around their ear leathers, behind ears, collar area, armpit areas, around the base of the tail, between their toes and on their muzzle around their mouths. Go to YouTube and search for videos on Line Brushing. You should be able to Brush AND run a comb through your dog's entire coat. Be sure that you can see your dog's skin, otherwise you are only brushing the outside of the coat. If you cannot get a comb through it, then we cannot get a clipper guard through it either. Our goal is to help you maintain the look you want for your dog but remember that the longer the coat is maintained, the easier it is to become matted so you must keep up with home maintenance between appointments. We also may ask you to bring your dog more frequently for baths/brushouts so we can keep the coat clean and mat free.

- We do not recommend you bathing your dog at home UNLESS you have a high velocity dryer and can commit to fully drying your dog and combing their coat out. Bathing a matted dog will only make the mats worse and bathing a poodle/doodle coat and not fully drying and combing it out will cause mats.

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 an enjoyable visit!!

Brammer Farms LLC

The Shaggy Hound Pet Hotel and Daycare

71 Stephenson Road, Hartselle, Al 35640

brammerfarm@gmail.com

(256)654-0663