



## Best Friends Fur Ever Business Update



### Dear Valued Customer & Dog Parent,

We have arrived at fall and want to share a business update with you. As the premier dog daycare and overnight resort in the state of Maryland, the last six months have been challenging as we are sure they have been for you. During this period, we have made adjustments to ensure that we are able to meet your needs. Additionally, we are proud to say that we have been able to serve our first responders and offered free and discounted services where possible.

To strengthen our position for the upcoming months, we are making temporary changes to our strategy:

- Effective immediately, we are implementing a minor price increase to cover our costs of enhanced disinfecting, cleaning, protection, equipment, and procedures associated with Covid. To date we have absorbed the additional costs. All current reservations will be honored at their original price points.
- Starting Monday, October 19<sup>th</sup>:
  - We will be opening both the Cockeysville and Joppa building lobby areas for drop-offs and pick-ups with Covid friendly precautions (*social distancing, sanitizing, and masks required*).

- Overnight accommodations at the Joppa Location Only will temporarily close.
- If you have any overnight needs – we invite you to use our Cockeysville resort. (*\*Note: Joppa will reopen for full services for Wednesday through Sunday nights during Thanksgiving and Christmas weeks.*)
- Daycare options at Joppa will continue daily from 6:15am - 7pm, although there will be no early drop-offs or late pick-ups because there will not be an overnight staff. Weekday early and late options are always available at Cockeysville.
- *This is a temporary 3 - 6 month plan that will be reviewed monthly based on our customers' needs.*

We will continue to invite “All Dogs Welcome” at both locations including our “Assisted Canine Care” for dogs of senior age, dogs with disabilities, or dogs with other health issues. We take pride in specializing in this unique service. All other services including Grooming & Spa Appointments, Puppy Tales<sup>SM</sup> Training & Mutt MasterMinds<sup>SM</sup> Training will continue as normal through the winter months.

Our mission is to enrich the lives of your dogs, to inspire all pet parents, and to provide our high-quality enrichment services. We're dedicated to providing excellence and service to all of our customers and their furry best friends. Our hope is this situation will be temporary and anticipate returning to full operations soon. We know you share in the sentiment.

We know you have a choice in your dog care options and we thank you for your continued friendship and loyalty!

Sincerely,

Pat & Kelly Cullum

Founders & Owners

Best Friends Fur Ever Dog Daycare & Overnight Resort



## About Best Friends Fur Ever

Best Friends Fur Ever is a state-of-the-art doggie daycare and overnight resort with locations in Joppa and Cockeysville, Maryland.





Best Friends Fur Ever

[www.bestfriendsforever.com](http://www.bestfriendsforever.com)

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