



Best Friends Fur Ever

# Joppa Construction, VIP Program & Policy Changes

## Joppa Construction Update!

We will not be offering boarding at our Joppa facility from March 10th - 15th, but will honor all reservations and can accommodate all guests at our Cockeysville location.

We are doing wonderful new renovations to make our resort even more special for our 4-legged guests including pouring new floors in the front lobby and adjacent rooms as well as painting our back kennel during overnight. We are doing this work at night to allow daycare pups to still come and play, but know that our overnight pups need their sleep, and this would be disruptive.

For customers who already had reservations at our Joppa location, we are pleased to offer their choice of a free bath, enrichment session, or one-on-one session for their fur baby.

*As a reminder, the changes below will start on March 9th and end on March 16th at our Joppa location:*

- Pick up and drop off will occur through the side shed entrance (*similar to the previous COVID protocol*) **until March 16th** for daycare, All Dogs Welcome, and Assisted Canine Care clients.
- Grooming and bathing clients will need to use the Cockeysville location for those services **from March 9th - 16th**.
- Overnight boarding will only be available at our Cockeysville location from **March 10th - 15th**.
- Our geriatric section will be moved to the back separated internal fenced section of the resort with direct assisted canine supervision where they will enjoy free-roaming, safety, and the fur-friendly faces they know.
- We will be rerouting calls at our front desk. Please be patient with us as we adjust.



*We apologize for any inconvenience and thank you for your understanding as we upgrade our facility to better serve you at Best Friends Fur Ever.*



## Our NEW VIP Program: Coming this Friday, March 11th!

We love all of our fur babies at Best Friends Fur Ever and enjoy being able to see those smiling faces and wagging tails on a daily basis. To show our appreciation, we are introducing a Very Important Pup program.

We are in the process of finalizing all of the details, but below is a sneak peek of what we are offering:

### Reward Points:

- You will receive points redeemable as cash: 1 point = \$1 to be used at your discretion as a loyal customer for every \$500 spent. These reward points must be used within the calendar year.
- Reward credit accruals will begin on April 1st, 2022.
- For every \$500 you spend up to \$3,499 in the 2022 calendar year you will earn a 1% reward credit to be used by the end of the 2022 calendar year.
- For every \$500 you spend in the 2022 calendar year at \$3,500 and above, you will earn a 4% reward credit to be used by the end of the 2022 calendar year.
- Credits earned can be redeemed at the front desk only.

### Guaranteed Reservations:

- Book your reservations for the year by April 1st and they will be guaranteed.

- When making reservations, we will ask if both resorts are options for your pup. We will do our best to accommodate your resort of choice but may need to use the other resort if guest space is sold out.

### More Treats!

- A special surprise gift for you and your pup to enjoy!
- A complimentary calendar featuring the 4-legged cuties of Best Friends Fur Ever!

*More to come as we hope to release this program in April!*



## Updated Policies on Reservations, Cancellations, and Deposits

We are approaching our busy season and have updated a few of our policies to help ensure that we have as many spots available as we possibly can for our furry friends that use our services regularly!



As we build on our loyalty initiatives, we want to make sure that we can fulfill reservations for our established 4-legged clients so you can add value to your loyalty status and we can continue building our on-going relationship with your fur baby!

- **Cancellation:** If you cancel your reservation 4-7 days prior, you will get a refund on your deposit. If you cancel your reservation 2-3 days prior, your deposit will go to store credit. If you cancel your reservation 24 hours prior, you will lose your deposit.
- **Daycare Clients:** If you do not call to cancel within 24 hours' notice, you will get charged a full daycare day from your pass or your card on file.
- **Self-Reservations:** To control the reservations better during peak season, the ability for self-reservations via the client portal will be turned off from April 1st until September 5th. Please call to make reservations during this time.

*We thank you for your understanding of these updated policies and look forward to enjoying the Spring and Summer seasons with your fur babies!*



Best Friends Fur Ever

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

**Joppa**

1009 Philadelphia Road

Joppa, MD 21085

**(410) 671-7529**

Training Only: 410-671-7529, ext. 823

**Cockeysville**

246 Cockeysville Road

Cockeysville, MD 21030

**(410) 773-7529**

Training Only: 410-671-7529, ext. 823

