



IMPORTANT CLIENT PORTAL UPDATE!

For the first time ever, we have opened up your ability to book DAYCARE, BOARDING, AND GROOMING online from your portal!

This will make booking your dog's reservations with us easier than ever! Note that when you book a reservation, it is not guaranteed until one of our team members approves it. It may take a few hours or less for us to approve it. If there are any issues with your booking, we will reach out to you and find the solution!

If any questions or concerns arise regarding your client portal, please reach out to us. You can respond to this email directly, or give us a call. Please be patient with us, as this is something we've never done before and we're working hard to make this as easy and seamless as possible. We're so excited about this new feature, and we hope you are too!

Here are some general guidelines...

- Grooming = haircut, bathing = no haircut
 - Your portal should not allow you to overbook us for grooming, however we will call you if any questions/concerns arise about your pup's spa day
 - Don't forget to select any add-on treatments to pamper your pup!
- You can add a groom, bath, one-on-one, enrichment session, treats, etc. to your pup's daycare and boarding stays right from your portal
- Please read the descriptions of each reservation type carefully before making your reservation to ensure you pick the correct one

You can also book a FREE dog training evaluation with one of our professional dog trainers during your pup's visit with us from your portal!

During the training evaluation, our trainers will get to know your pup and help pinpoint any areas of improvement that our balanced training programs can fix. Our trainers will give you recommendations and work with you to see how we can help to improve the quality of life and relationship between you and your dog!

To book one of our Dogiversity Training Programs, please call us at 410-773-7529 or email us at training@bestfriendsforever.com to get set up!

Best Friends Fur Ever

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