



Happy Summer!

Please take a moment to read these important reminders:

Drop-In Visits

- If you bring your dog in without a reservation, there is a chance we won't be able to take them if we are at full capacity. If we do have room for your dog, there will be an additional drop-in fee of \$15.
- It's important that you make reservations so we can staff our resorts accordingly. For reference, an unexpected drop off of 10+ dogs requires another employee to be here.

Reservation Cancellation

- If you need to cancel a visit with us, please let us know as far in advance as possible. Cancellations within 24hrs or less from your boarding or grooming appointment will result in a forfeit of your deposit. If you do not show up for a daycare reservation, you will be charged for the full price of that reservation.

Drop Off/Pick Up Hours

- We have numerous convenient drop off/pick up times for our clients to utilize. If you come outside these hours, it disrupts our staff's busy routine caring for the dogs, cleaning, performing daily tasks, etc. Therefore, drop offs/pick ups outside of our designated hours will result in an additional \$15 charge.

Client Portal

- We're glad everyone is enjoying using their client portal to make reservations! We have noticed some confusion when booking reservation types, so please take note of the following:
 - "All Dogs Welcome (Individual Care)" reservations are for dogs who do not go into playgroups or socialize with other dogs, and instead hangout with our loving staff.
 - "Assisted Canine Care" reservations are for dogs who are elderly, seizure prone, diabetic, paraplegic, deaf/blind, or have another medical condition that requires special care.
 - "Social Play Groups" reservations are for dogs who participate in active group play with other dogs.

If you have any questions, please don't hesitate to reach out to us!

Let's make this the best summer ever!



BOOK NOW



CALL NOW

Best Friends Fur Ever

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