

## Boarding FAQ, Information and Tips sheet

### **Tours, pick-ups and drop-offs at the farm:**

**Tours:** Tours are by appointment only. For safety and security purposes, we keep our front gates closed and locked at all times. We do not allow vehicles to drive into the property at any given time, as there are often dogs out romping. For tours/visits we have to stop our daily routines, bring the dogs inside (liability reasons, we cannot have visitors playing with other client's dogs), we then have to open our gates, close them behind you, then after your visit, open and close again and then go back to what we were doing. With appointments, we can adjust the day best for the current guest so that we can do a tour a slow period. If you want a tour before your pet's first stay, please schedule it BEFORE your travel dates, not on your drop-off day

**Pick-ups & drop-offs:** Please schedule a time for your arrival and departure. We will do our best to meet you at the gate at that time. If you are running late, please let us know as soon as possible so we are not waiting. We typically use the front gate as our "front desk" as this saves us a bunch of time over the course of a day, and less interruption in the time we are spending with our current guests. Please text us with your ETA at 912-541-5222 when you are about to head our way. Another reason we meet at the property entrance is this allows us to "take" them from you on drop-off day, as opposed to them watching you "leave" them. Another reason we choose to do most hand-offs at the gate. Some dogs with severe anxiety can get upset when they see their owners walk or drive away and they cannot get to them – then they tend to be "looking" for their owners while they are with us like "we know you were here and saw you leave out of that gate!"... and might even try to figure a way out. Using our shuttle helps alleviate this, as does us taking them out of your car at the gate and putting them into one of ours or walking them up to the house. We strongly recommend first time guests book a trial overnight stay. This allows them to meet us, see the property and for us to assess their temperament and be sure we are the right fit.

### **Hours here at farm:**

**Check in: 2:00 pm Check out 11:30 am**

M/W/F 8am -12pm and 2pm- 6pm.

Tues/Thurs/Saturdays 8am-12pm and 2pm-6pm

Sundays – **CLOSED**

\*We understand that life doesn't always follow schedules and will accommodate after hour drop-off and pick ups for a \$15 for each 30 minutes before or after hours.

**Playgroups:** Dogs do NOT have to be involved in group play. They get just as much time outside with just us humans or their own family dogs that they came with. If you DO want them to play in groups or have a companion buddy to play with, we usually won't do this on their first visit unless we feel totally confident in how they will respond and it will only be done with one other dog. Once they are comfortable here, we can integrate them into bigger playgroups perhaps, it is a process that we take very slowly and safely and it also depends on who else is staying with us at that time.

**Shuttle:** Our white shuttle bus or black mini van will be parked just as you pull into the Planet Fitness parking lot, (do not drive all the way up to the building). There is grass close by (to the right) and we ask that you please make sure your dog is pottied before the 1-hour ride back to the farm. We usually arrive at 9am (traffic is never consistent!) on Mon and Fridays. If we have no pick-ups or drop-offs that day, we won't be there.

Please also let us know if you are running late those mornings. The pets must ride in crates for obvious safety reasons.

Planet Fitness – 3609 Ogeechee Road, Savannah 31405 (where the old Sam's club used to be, HWY 17)

**Payment:** We take cash, checks, Venmo and credit/debit cards through Square. Cards we add 4% processing fee.

Returned checks will be a \$35 charge. PayPal accepted ONLY if you choose Friends and Family for card use with no processing fee.

**What to bring:** Please bring your pet's food in a sealable Rubbermaid-type container or food bin, preferably with a label on it with their name and feeding instructions (such as 1 Cup,

2x/day). Any other items you bring, please label with their name if possible or at least have it all in a tote bag or container with their name on it. WE ARE NOT RESPONSIBLE if there is loss or damage to their items. If you would like to provide your pet with his own bed, or a special toy, we encourage you to bring it. If you'd like to bring like a t-shirt or small blanket with your "smell" of home for comfort, that can be helpful for nervous pets.

**Paperwork:** Please bring the hard copy/originals, signed, on your first stay with us, even if you sent it to us-thanks!

**Baths/Nails:** If you want a departure bath, you must let us know. Please do not ask us for a bath on the day you are picking up. We do give all the dogs a quick spritz of a doggie grooming spray before they go home. We also DO NOT RECOMMEND nail trims on their first visit or two – we want this to be their happy, fun place and we don't want to give them a bad impression before they have even gotten to know and trust us, as nail trimmings are usually NOT liked by most dogs. If we feel on another visit that they can handle it, we will do them, but we refuse to push them past a certain point. Leave that to the groomer or vet where most likely they already aren't too thrilled about.

**Stress:** It is one of our absolute priorities here to make the experience as comfortable as we possibly can for your pet. But here's the fact: All pets stress. Some dogs exhibit stress differently than others, and some stress to greater degrees than others. ANY sort of change is stress in some way. Some completely internalize any stress and have very little outward signs at all. Others might display with excessive panting, whining, not eating like they normally would at home, etc. What makes some dogs seem more stressed than others though, is how they COPE with this "change". And how they cope can be due to ALL sorts of factors – how they were raised/socialized as puppies (usually the lack-of), genetics, history of experiences and associations, etc.). We have hundreds of dogs we see over the course of a year who LOVE coming here. But the extra arousal/excitement, change in water (yes, our water is from a well and probably different in minerals and such than your water where you live), having different dogs around, etc. is still "stress" (change) on their system. So it can be common for a day or two after boarding for dogs to have stress-diarrhea, to maybe eat or drink differently and sometimes to sleep more than usual. Not to mention all the exercise that they don't normally get (which is fun for them, but still stress on their system!) But do please remember that stress lowers the immune system as well- so those dormant parasites living in their intestines can "wake up" after stress which can also cause a loose stool. Make sure to keep your pets regularly de-wormed or on a prevention that controls them. Many heartworm preventatives also control intestinal parasites. You should also have a fecal exam on your dog twice/year. Stress happens but we are constantly monitoring and doing everything we can to reduce it and to help them cope better! This is another reason why we don't like to interrupt routines here more than necessary. Dogs who are on a consistent routine stress way less!

**Vaccines/Fleas/"Kennel Cough":** We require the Distemper-Parvo combo vaccine, the Rabies vaccine (1-year or 3-year version of these) and the Bordetella (kennel cough vaccine). We used to require Bordetella every 6 months, but we are fine with 1-year or 6 months. Reason being – it doesn't cover all strains, and often dogs still get kennel cough even if vaccinated. You should still get the Bordetella vaccine but DO NOT vaccinate Bordetella within 2 weeks prior to boarding. Kennel cough can be common in dogs who do daycare regularly and some of those dogs who do daycare in Savannah board up here for weekends. Dogs can "carry" it and not show signs at all, or many days later after exposure. Typically it can run its course with no treatment, but pups, seniors or immune-compromised dogs should take a trip to vet for meds just to be safe if your dog has a hacking, persistent cough. We do not require the canine flu vaccine at this time. PLEASE DO NOT get your dog's other vaccines updated within a few days of boarding, either. We would rather they come with recently expired vaccines than with brand new ones if that's how the timing lines up. Rabies is the only one required by LAW to be current. For those who have seniors and do not vaccinate anymore, please bring Vet letter or titer results.

**Fleas:** Your dogs MUST BE ON FLEA PREVENTION to stay with us. If we find fleas on your dog there will be a hefty charge to treat them and their areas here. What many do not realize – if your dog has properly been on flea prevention, even if they pick up fleas, the fleas should die

soon after, either in time (after the short life cycle with no reproducing) or very shortly after biting, depending on what prevention you use. If you had even just a couple of flea eggs in your home, and you leave for vacation and the pets are gone as well, you could come back to your OWN infestation and hungry, biting fleas that have quickly hatched while you were away which will immediately jump on your pets like a magnet. Your dog will start scratching like mad. It does not mean your dog picked up fleas HERE. Please learn about fleas and how flea control works. Your pets actually ARE your flea control in your home when they are consistently on prevention. Fleas can be picked up anywhere and they don't just live on dogs. Not all preventions are equal. The Walmart products don't work. Even some higher quality ones such as Frontline/Advantage are losing their effectiveness (fleas building up tolerance). Please discuss with your vet, sometimes a multi-approach is best for prevention. We spend a LOT OF MONEY here to prevent fleas the best we can (prevention on all of our animals, yard and house treatments, etc.) but we cannot control who brings fleas here. But we can charge them for it in hopes they will not bring a dog with fleas here.

**Pictures during their stay:** We do our best to try to get photos at least during their first stay with us. You can always text us at any time to check on them during their stay, but please understand we need our hands to work with dogs and not be distracted with phones trying to take pictures while we are taking care of your pets. We have had one too many phones ruined while trying to take photos. We do not have webcams here because please remember that this is also our private home.

**Answering the phone:** Same as above. Often we just leave our phones inside or in a pocket while we are with the dogs, so we don't always answer the phone – so please leave a message or send a text for a faster reply. Some folks would love to talk to us for hours about their furbabies and we want to be able to give our focused attention to callers AS WELL AS the dogs we are watching, so we try not to take phone calls when we are actively spending time with your pets. I know it might be frustrating if we don't answer, but please know when your dog is with us, we are spending time with them (what you are paying us for), not on the phone. As always, safety is our NUMBER ONE priority!

Thank you for reading and if you have any more questions, please do not hesitate to ask! We put this together based on our most common questions and some issues we've experienced in the past. Everything we explain is with the best intentions because we truly know and believe that we are THE BEST boarding vacation spot for your pets!

**THANK YOU FOR TRUSTING US WITH YOUR PETS!**

Eureka Farms Pet Resort LLC