

# Far Fetched Acres Pawlicies

As of October 2023



**We understand that you are very busy. Please take the time to read this entire policy sheet to avoid confusion and misunderstandings.**

## Temperament and Behavior:

We believe all dogs to be sweet. This does not mean that our environment is appropriate for all dogs. All of our campers must be extremely well-socialized and comfortable with regular mingling with both humans and dogs. All of our campers must be able to play with dogs of all sizes, ages, and breeds **without a fight or bite history**. Likewise, it is critical for the welfare of your dog while at camp that they be comfortable with confinement. All dogs ride crated in our vehicles and have their own sleeping and eating enclosure while in our care. We are unable to accept dogs over the age of 10, who do not have a previous rich boarding history with us. While we would love the chance to care for all the dogs, our screening processes ensure the safety and happiness of the pups in our care.

## Health and Unspayed Females:

**All campers must be in good physical health while at camp and free of any conditions that may affect other campers while in our care (please see Social Boarding and Sick Dogs below for more information).** While we accept Unaltered Females outside of their heat cycles, we are unable to accommodate any female dogs showing signs or in their heat cycle. If a dog enters into heat while here, our protocols require for them to be solo, which means that they are unable to participate in the outdoor rotations in our fields with other dogs as they normally would and may incur additional care charges. We also have to isolate them from the other dogs while in the building. Even with these measures, given the strong olfactory capabilities of dogs, her scent will permeate the building and can have a marked effect on our guests. The general energy of camp becomes more prone to high arousal, lending itself to possibility of scuffles and increased physical contact.

A heat cycle usually ramps up slowly. We ask that before sending your dog to camp, you monitor any physical changes, or bleeding, while at home and notify us if you need to cancel your reservation.

**Be honest about your dog's desires and capabilities:** We appreciate your diligence and honesty about your dog's temperament and history. We wish only to keep Far Fetched Acres a safe and stress-free environment for all. We reserve the right to give you notice that we will not be able to host your pup again.

## CHECK IN ON YOUR DOG'S VACATION

Your pup's stay will be captured digitally and uploaded to [www.snapfish.com](http://www.snapfish.com)

To log in: **email:** farfetchedacres@yahoo.com **password:** dogslovecamp

You may also see video of our campers on Instagram stories @farfetchedacres

We may not capture *every* pup on stories each day, but rest assured your pup is always part of the fun! We do make sure to upload at least one photo of every camper each day to Snapfish.com. Instagram is updated throughout the day and Snapfish each afternoon.

**PLEASE keep this information on record to check in on your pup during his/her stay.**

### **Service Fees Break Down**

**Daily Boarding, Board and Train, and Puppy Camp reservations are all set daily rates**

**Peak Periods:** surcharge per day will apply.

Please review the Far Fetched Acres calendar on the website

**Custom transportation:** Custom transport occurring outside of our complimentary transportation will be charged additional.

The pricing menu is available on our website.

### **Scheduling**

It is best to give us as much notice as possible. While we are usually able to accommodate last minute booking requests depending on the dates, we do still have a 72 hour advance notice policy during off-peak times. This helps us ensure that we are able to arrange transportation, as well as have the time to set your pup up for success before they even set paw in our facility. Our policy extends to 5 days in advance during Peak times. Please note, Holidays DO book well in advance.

### **Holidays & Peak Times**

In general, we hold spots during peak times for our “frequent flyers” who are with us 60+ days during non-holiday times before giving spots to pups who come less frequently. We are always mindful of making space for new “regulars,” but also need to ensure that the pups who rely on us most for care throughout the year have a spot when they need it. We follow up with our regulars in advance and can open up to waitlist pups a few weeks prior to holiday/peak periods. Some holidays have more wiggle room than others. Feel free to ask us questions!

### **Forms & Payment**

**\*\*We utilize an online booking portal called GINGR. Once you have read this policy sheet, go to [farfetchedacres.gingrapp.com/customer](http://farfetchedacres.gingrapp.com/customer) to fill out the registration form and request your reservation date(s). All information is secure and encrypted.\*\***

Gingr keeps credit card information securely on file for payments, which are processed upon checkout. We also accept cash, checks (payable to Far Fetched Acres), and Venmo.

**DEPOSIT REQUIRED** - we reserve the right to require full or partial deposits for peak holiday times.

### **Cancellation**

**All cancellations must be made 72 hours in advance to avoid charges. For holiday periods, cancellations must be made one month to 14 days in advance (depending on the holiday).**

Please understand that we must adhere to this policy to protect the weekly income of our loyal and lovely caretakers. This also enables us to limit our boarding numbers to better serve all pups.

### **Pick Up and Drop Off**

Complimentary service is offered in Manhattan on non-holiday Mondays & Thursdays. The pick up/drop off will generally occur between 11:00 - 3:00 pm. We will give you a one hour time window (i.e. 12:15-1:15) a day or two before pick up.

**Someone must be home at the time of pick up/drop off. We cannot run up to your apartment.**

We will NOT be able to wait more than 5 minutes for a pass off. We need to be respectful of the schedules of our other clients. Please be home and be prompt. If you are not home for the pick up you are welcome to meet us in the city along our route for a pass off. We cannot return to your home.

**\*Growl, snap, bite:** \*\*If upon pick up, your dog growls at, snaps at or bites our staff member, we will not load your dog into our vehicle. It would be unfair to put your dog in a position to feel nervous and anxious in our care. A home sitter would be a better option for your dog. We are simply looking out for the mental health and comfort of your dog and safety of our guests.

**Potty Before Entering Car**

**PLEASE give your dog the opportunity to potty before entering the car. Also, please do not give your dog food/water 3 hrs in advance of our arrival (preferably withhold breakfast).**

**What to Pack**

Please only pack a leash, collar & food. We have PLENTY of toys, fluffy beds, crates, treats, kongs, tricky treat balls, dishes etc. If you chose to send along toys, beds, blankets – they may be shared with other pups. This means they may not come back. They certainly will not return as pretty as when they left! :) We know boutique toys can be costly!

**Prepping for Camp:**

Please make sure your pup comes prepared with Flea and Tick prevention on board before arriving at camp. While we do our best to monitor your pup for signs of external or internal parasites when they arrive and during their stay, we are located in Upstate NY which is known to be home to fleas, ticks, and giardia to name a few. Bringing your dog anywhere, there is going to be risks. Please make sure your pup has been treated with preventative and properly vaccinated BEFORE arriving at camp. Ensuring we have a complete system of preventative care, body checks, and health monitoring means less risk for your pup. Please note, Seresto (or similar collars) have been known to weaken and loosen while playing at camp, resulting in lackluster results. We recommend an alternative prevention during your pup's stay at camp.

**Sleeping Arrangements**

All dogs sleep in appropriate sized crates, cabins (roomy kennels) or suites (an additional charge applies.) Housemates can sleep together on request. This is done for the safety of all our guests. We need to know that while our eyes are shut, all eyes are shut! :) The dogs do extremely well with our variety of sleeping arrangements. By day 2, they “know” which bunk is theirs and are gladly hopping in for meals and sleep.

## **Social Boarding: Sick Dogs and Medication**

Far Fetched Acres is a social boarding environment. Because this is a social setting, it is of the utmost importance that all dogs are healthy & free of contagious viruses (kennel cough, giardia, contagious diarrhea etc).

If your pup is currently on ANY medication, you must notify us 72 hours BEFORE your pick up time. It is necessary that you let us know what medication is being administered and WHY your dog is currently taking medications. We reserve the right to speak with your veterinarian regarding the health of your dog. If your dog is seen and treated by your veterinarian less than 72 hours before pick up, please notify us immediately. We reserve the right to cancel your dog's stay.

**We cannot accept any dog that is currently being treated for a contagious virus (such as, but not limited to kennel cough)**

If your dog has diarrhea, you must notify us before pick up. Dogs with diarrhea are at risk of rapid dehydration. Diarrhea is also a symptom of giardia and your dog should be tested previous to our pick up.

PLEASE understand that because this is a social setting, your dog will be in contact with other dogs. We keep a very clean environment, but cannot guarantee that your dog will not become sick if he/she has played with a dog that is sick (that we are not made aware of or comes to us during an incubation phase). This is similar to children catching a cold or chicken pox at school.

We do our very best to ensure the health of all of our guests, but can only do this with your cooperation and full disclosure of your dog's current health.

If your/a dog becomes symptomatic during his/her stay, we will of course separate and tend to your/the dog. If this should occur to your dog or any other dog during your dog's stay, you will be notified immediately. We believe in proactively discussing this openly and honestly with our clients. While we cannot prevent EVERY virus, even with the best of sterilization, we are sincerely concerned for our fur guests and believe honesty is the best policy. That being said, our facility and routines are designed to move any illness swiftly through the building, and our track record has been very successful. If your dog should become symptomatic after a stay with us, please do let us know and we will contact other pups your dog has played with (no names mentioned of course!) just to be safe.

Thank you for your understanding and help towards keeping Far Fetched Acres a healthy, social boarding environment. If you have any concerns regarding this, please do not hesitate to ask questions.