

Em's Grooming & Boarding

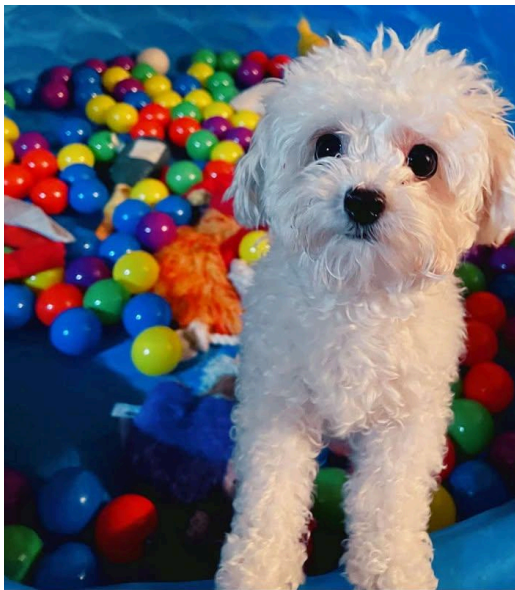
Lombard Lane
Bunker Hill, WV 25413
(681) 296-2689

The Pup Penthouse

July 2025

How Does Boarding Work?

After an application has been received (as well as vaccinations), I will reach out to confirm the date(s) requested for your pet's stay. Since I board within my residency and offer cage-less days (read below to see all amenities offered), dogs with *similar weight and temperaments* will be



boarded together. You will receive a confirmation text including the date(s) your pet will be here, services to be done during their stay (some grooming services are included, read below for more details), quote for their stay, and any additional information regarding your pet's stay.

Arriving on time is crucial as I do my best to space out drop offs/pick ups so nobody is forced to wait (*also to ensure minimal stress for everyone involved*). When you arrive, I will meet you outside and help carry everything you brought for your pup! Feel free to come in for a quick tour (*if a meet & greet wasn't already scheduled*) or, if in a time crunch, feel free to

race out of here! If it is your pet's first time boarding with me, I will reach out within a few hours just to let you know how your pet is doing.

Days

The second your pet steps onto my sidewalk, their vacation has started! **My entire time catered to your pet's every wish.** Receive daily updates, including pictures/tiktoks, and even FaceTime to say hi! If we like playing with other dogs, others will be encouraged to board during the same time as yours to ensure a play-mate. If your dog prefers human companionship, their **entire stay** will be reserved for only them with no option to play with others. Regardless of many or only one over-night guest - there are many activities to be done and memories to be made! Continue reading to see the difference between boarding with furriends and single-boarding (no other dogs).

Activities

From ~7A-7P your pet's day will be stacked with a fun diversity of activities, including:

- Unlimited Walks (~20 minute each around the neighborhood)
- Indoor Ball-Pit Fun
- Mental Stimulating Games
- Couch-Cuddles
- Basic Training Fun
- Dog-Bubbles
- Paw-Painting
- Photoshoots/TikToks
- Hiking Trips
- Water Fun (Creek, Kiddie Pool in back yard, sprinkler in back yard, etc)
- Toy Fun (Squeakers, Stuffedies, Ropes, Balls, Jigglerz, Kongs, etc)
- Window Watching
- Movie-Nights (with dog-friendly snacks)
- Nail trim, Brush, Bath and Dry out
- Endless belly-rubs, pets and attention

Any activities can be denied within your pet's application, there is no additional fee. All outdoor activities require all pets to be on leash (**no exception**).

Boarding with Furriends

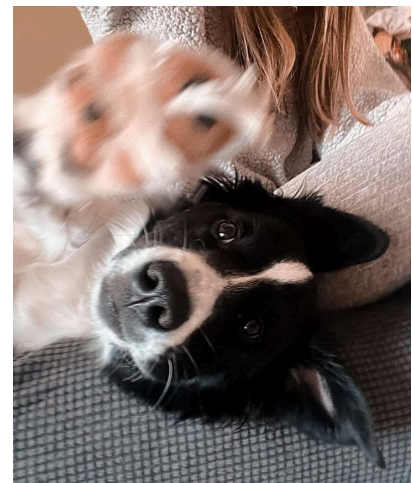
Boarding with furriends is a great way for dogs to socialize with other dogs, have a different type of fun (compared to human fun), and grow confidence!



Making furriends isn't for every pup, **if you are unsure send me a message** and I'd be happy to schedule a **free 15-minute Meet & Greet** to see how your dog reacts to other dogs.

Boarding as a Single Guest

Boarding as a solo pet can bring peace to dogs who get easily overwhelmed with other dogs or those who have had bad experiences with other dogs in the past.



Bed-Time

After our last potty-walk of the day, regardless of one or five pups, everyone has their own place to sleep. I try my best to mimic your dog's day-to-day routine; but that doesn't always happen, which is why **booking in advance is highly recommended.**

Options for bedding are;

- **Bed with Me (Emma):** Like at home, your pup will sleep with me in my bed. Late night gossip, bedtime stories and night cuddles. Additionally, **this is first come first served**, meaning; if a prior-scheduled guest has already requested this option this option would not be available for your pups. (**Note:** *Not every dog will be eligible for this.*).
- **Pen Enclosure:** It's not exactly free-roam but isn't crated either! A nice spacious enclosure with water, food, bedding and toys for the night. (**Note:** *If your dog is a chewer/stuffie eater, your pet will not have access to toys for the night to ensure your pet's health and safety.*).

- **Crate:** Similarly to home, your pet will have a roomy crate to call 'bed' for their nights here. Every crate is fully bedded with the option of a crate-cover (*can bring peace to some/stress to others*).

Typically we get ready for bed around 7P and in our spot for the night (bed) by 8P. The timing is flexible and will mimic the time requested on application.

Transparency

Life does not always go according to plan. If it did; flights would not be delayed, traffic wouldn't occur, accidents wouldn't happen. While it isn't ideal, I believe it is okay when life happens. I also believe transparency and communication are vital in every relationship; professional or personal. With that said, if *life happens* rest assured you will be notified and I trust I, too, will be notified.

Anxiety or Aggression

I want everyone involved (you, me, and your furbabies) to be comfortable, safe and happy. I try my best to schedule according to your pet's need to ensure minimal stress, but *sometimes* stress may still linger. On top of my soft approach and calculated scheduling, I currently use a pheromone spray called *Adaptil* that aids in preventing stress/anxiety (also used by many veterinary practices like *Banfield, VCA, etc*). Nonetheless; if your pet shows *any* signs of severe aggression or anxiety, despite all attempts to prevent it, you will be **notified immediately**. At that point, *you and I* can determine the best plan of action for *your pet, yourself and I*. That may be to let your pet relax alone to compose themselves, have a close friend or relative pick your pet up, or maybe even offer words of encouragement and familiarity through the phone.

Illness

As stated previously, my priority is to ensure everyone's health, comfort and safety. If your pet exhibits *any symptoms* within 48 hours of their scheduled stay, please let me know. Like dogs, it could be a light tummy bug or a meal that didn't sit right - but sometimes it can be something serious and even contagious. I do **require core canine vaccines** for every over-night guest as well as ensure every guest is **free of intestinal parasites**. I also do my very best to keep every

toy, bedding, bowl, etc clean and sanitized (maybe too often, haha). *Life* can still happen, even with all of my bases covered, so to help me help you (and everyone involved) **please let me know if your pet has had any vomiting, diarrhea, severe lethargy, abnormal breathing/coughing, etc.**

If your pet, or any pet, exhibits *any signs of illness during their stay* it will be noted on their Boarding Report Card for your knowledge (depending on the symptom you may receive a text/call as well). If the symptoms progress, **you will be notified immediately** (i.e. *severe lethargy, vomiting more than once &/or abnormal liquid, hasn't had a bowel movement over 24hrs, hasn't eaten over 12hrs, etc*). Depending on the severity of the illness, your pet may be placed in isolation (*room away from other dogs*) so as to not spread any possible germs.

Some common symptoms may be vomiting or diarrhea; usually due to stress from a new environment, not wanting to eat/empty stomach due to stress of a new environment or being distracted with fun, or more. Typically with these situations, and with **your permission**, I will entice them with bland boiled chicken (*+/- white rice, +/- pumpkin, +/- chicken broth*) which usually helps clear things up. Other times, all they simply want is to be handfed their own food (aren't they precious?).

Common Questions

1. What do I need to bring for my pet's stay?

The only thing I require is your pet's food to be brought (and any daily medication). Dog's stomachs can be sensitive to new foods without properly transitioning them, for this reason I do have an inconvenience fee for not packing enough food (or any food) for your pet. **My whole goal is to ensure the safety and happiness of everyone at all times** (you, me, and your furbabies). I have crates, bedding, treats, toys, leashes, bowls, etc!

2. How can I prepare my dog for success when boarding?

You know your dog best! I love receiving tid-bits on every pet that comes (groom, day fun or sleep-overs). Let me know your dog's known fears (vacuums, thunder storms, etc) and known likes (balls, squeakers, favorite spot to be pet, ice-cream, etc). Additionally, I highly encourage

you to pack your pet's favorites (snacks, toys, bedding) or even a shirt that smells like you (to bring your pup a scent of familiarity).

3. Do you have a fenced-in yard?

At this time, subject to change in 2026, **I do not have a fenced in back yard.** For this reason, **all pets are required to be on leash during all outdoor activities** (walks, pool time, etc).

4. Can I tour &/or meet you before I schedule?

Of course! As long as time allows, I would love to have you and your pet come to my home together. This can help your pup be excited to come for their actual boarding! I typically schedule my Meet & Greets between 15-30 minutes free of charge!

5. Who else lives with you and will be around my dog?

I live with my fiance, Cody, who is a postal carrier for Harpers Ferry (occasionally for Bunker Hill). While I will be the one with your dog the majority of the time, Cody will be around and about occasionally as he lives here. He loves dogs, not nearly as much as I, and enjoys giving everyone pets when he is around. I also have a daughter who primarily resides with her father in Virginia. **You will be made aware if she will be present prior to your pet's reservation.** It is rare for her to be present during a boarding and only occurs when everyone is on board (you, me, your dogs, and her). No outside human guests are permitted inside during boarding (**no exception**). I do plan on hiring additional employees but at this time I am the only one!

Boarding Policies

- One family per boarding **UNLESS approved by Emma**. (maximum of 8 pets).
- **No** grooming appointments are scheduled during the duration of your pet's stay, however; your pet(s) *can receive a free brush/bath/dry out & discounted additional grooming services during their stay!*
- Your pet(s) are **required to have a current rabies, distemper, bordetella and a negative fecal test within 6 months of scheduled stay**.
- You are **required** to bring your pet(s) food and any additional items they may require (*diapers, pee-pads, life-threatening medication such as; insulin, enalapril, vetmedin, etc*). You are welcome to bring favorite toys, bedding, treats, and even a shirt of yours (*your scent can bring them familiarity*).
- An **inconvenience fee of + \$30/feed** will be added if you neglect to pack enough food for the entire duration of your pet(s) stay (*this fee is to strongly encourage you to pack enough food for your pet to ensure they continue their normal diet to prevent GI upset*).
- If your pet requires diapers, pee-pads, life-threatening medication (*insulin, enalapril, vetmedin, etc*) that missed being dropped off with your pet(s), an **additional inconvenience fee of \$40** will be charged due to myself having to obtain it. You will also be charged for the distance (gas used to and from) and the item(s) neglected (this fee is to encourage you to ensure your pet(s) are prepared as well as keeping them healthy, safe and comfortable).
- If your pet(s) is scheduled during a course of a holiday, a **Holiday Fee of + \$20 per pet** will be added.
- An **inconvenience fee of +\$75 will be added per additional night needed under 72 hours (3 days) notice**, this includes being over 15 minutes late to the scheduled pick-up/drop off time. At pick up or drop off, I have to put everyone away in their personal pens to prevent any stress or escapes (also to give you space, time and peace). By being late, my guests are forced to wait even longer in their pens which isn't fair to them (or me and their owners).

- If your pet(s) is **picked up after 12PM or dropped off prior to 12P, you will be charged for a day-stay**. If your pet(s) are picked up prior to noon or dropped off after noon, *no additional fees* will apply.
- To schedule a board is free, to **reserve a boarding spot requires a deposit of 50%** of total boarding cost (a total can be given at any time when requested). If a **cancellation occurs prior seven days of scheduled boarding, 75% of your deposit will be refunded** (if paid in cash, the option to pick up refund in cash *may* be available to you). If a cancellation **occurs within seven days of scheduled boarding no refund will be returned**. This is to ensure the use of the days blocked specifically for your pet(s).
- If your boarding reservations dates are **reduced within seven days of scheduled drop off, the full total of original stay is required**.
- Your pet(s) will not be released until payment is given in full.
- If there is no response (type of communication) from you after **four days of your pet(s) scheduled pick up**, your pet(s) will be surrendered to *Animal Humane Society* due to abandonment (I board within my residency and unfortunately do not have the space to hold onto pet(s) for long durations of time without prior knowledge - otherwise, this would not be an inconvenience).
- If an injury arises during your pet(s) stay, you will **be notified immediately**. Depending on the severity of the injury, your pet(s) will be taken to the veterinarian disclosed on their application. If connecting with you is unsuccessful, I will take your pet(s) to get medical treatment without any liability (this includes any medical bills, legal charges, and more). You will be responsible for **any** and **all** medical charges for your pet(s).