

Em's Grooming & Boarding

Lombard Lane
Bunker Hill, WV 25413
(707) 375-9658



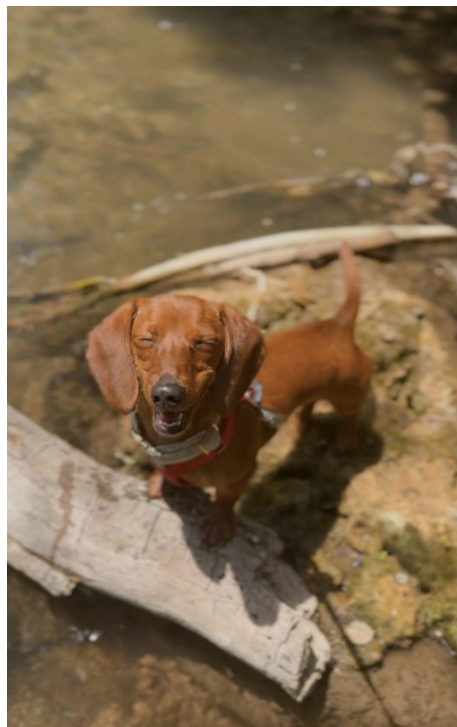
The Pup Penthouse

June 2026

How Does Boarding Work?

The moment your pup's reservation is confirmed, I begin planning their stay. I genuinely try to make every boarding experience personalized rather than "one-size-fits-all," so activities, sleeping arrangements, feeding routines, and even playtime are thoughtfully planned before your dog ever arrives.

Once I receive your application and vaccination records, I'll reach out to confirm your requested dates, discuss your dog's personality and preferences, review any services to be completed during their stay, and provide your quote. You'll also have plenty of opportunity to ask questions so everyone feels comfortable before drop-off day.



Arrival Day

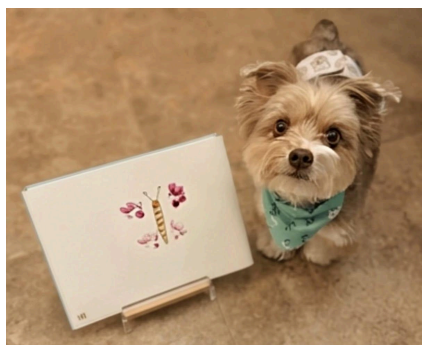
Please arrive as close to your scheduled time as possible. I intentionally space drop-offs and pick-ups apart so no family feels rushed and so the dogs experience the least amount of stress possible.





When you arrive, I'll meet you outside, help carry your pup's belongings, and if you haven't already had a Meet & Greet, you're welcome to come in for a quick tour. If you're short on time, no worries—I'll take it from there!

If it's your dog's first stay, I'll also send a quick update within the first few hours so you know they're settling in comfortably.



During Your Dog's Stay

Your dog's vacation begins the second they step onto my sidewalk.

Every day is built around your individual dog. Some pups want to run and play, some want endless cuddles, and some simply want to shadow me around the house. I adjust accordingly because no

two dogs are the same.

If your dog enjoys socializing and has been approved for group boarding, I may schedule compatible playmates. If they'd rather spend their vacation with humans, that's perfectly okay too—their stay will be planned around what makes them happiest.

No two stays are exactly alike because every dog's personality is different.

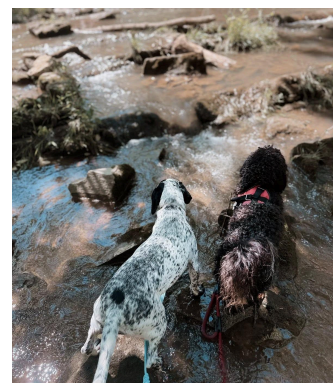
Daily Boarding Report Cards

One of my favorite parts of boarding is sharing your pup's vacation with you!

Each day, you'll receive a **Boarding Report Card** between approximately **4:00 PM and 8:00 PM** (depending on what adventures we've been having that day).

Your daily report includes:

- Activities completed
- Appetite report
- Potty/BM report





- Sleep report
- Any concerns or observations
- Any new furriends made (if applicable)
- Downloadable photos and videos from the day

Of course, you're never limited to just the report card. Feel free to text and check in whenever you'd like! I'm always happy to answer questions or send an extra update. My goal is for you to enjoy your time away knowing your best friend is safe, loved, and having a vacation of their own.

Will Grooming Appointments Occur While My Dog Is Boarding?

Possibly—but not always.

Because grooming is also my full-time profession, I may schedule **1-3 grooming appointments during your dog's stay**. Grooming appointments are generally no longer than **2 hours each**, and I intentionally schedule **at least a one-hour break between appointments** so my boarding guests continue receiving plenty of attention throughout the day.

Most importantly, **boarding guests are never physically around grooming clients**.

Your overnight guest stays upstairs in my personal bedroom on the third floor with air conditioning/heating, comfortable bedding, my bed, water, food, treats, toys (or a safe alternative if they're prone to chewing or swallowing objects), and television.

Meanwhile, grooming clients enter through the main floor and are groomed downstairs in my basement grooming room. The two groups remain completely separate.

Some stays may not overlap with grooming appointments at all.





If you would prefer that your dog **not** be boarded during grooming appointments, simply let me know before booking and I'll do my best to accommodate that request.

Please note that reservations extending **five or more days** may require grooming appointments to occur during your dog's stay, as I must continue providing services for my grooming clients as well.

Activities

From morning until evening, your pup's day may include a variety of fun and enriching activities such as:

- Neighborhood walks
- Couch cuddles
- Mental enrichment games
- Basic training fun
- Ball pit play
- Bubble play
- Paw painting
- Photos and TikToks
- Hiking adventures
- Water activities (creek, kiddie pool, sprinkler, etc.)
- Toy time
- Window watching
- Movie nights with dog-friendly snacks
- Brush out, bath, blow dry, and nail trim (when applicable)
- Endless love, belly rubs, and attention



Not every activity is appropriate for every dog, and that's okay!





If there are activities you do **not** want your pup participating in, please let me know **before their stay**. I truly try to have every dog's vacation planned before drop-off so I can provide a personalized experience tailored to their personality and your preferences.

There is never an additional fee for declining activities.

For everyone's safety, all outdoor activities are completed on leash.



Meal Times & Crates

One question I receive often is whether dogs are crated.

The answer is simple: **only if you request it**.

Otherwise, dogs are typically fed in their own spacious open enclosure during meal times. This allows everyone to eat safely without worrying about food sharing or resource guarding while still giving your pup room to relax comfortably.

I always try to mimic your dog's normal routine at home whenever possible.

Bedtime

After our final potty break of the evening, everyone gets ready for bed.

Every dog has their own comfortable sleeping arrangement, and I do my best to match what they're used to at home.



Bed with Me

For dogs that enjoy it and are appropriate candidates, they may sleep right in bed with me for bedtime cuddles and late-night gossip. Because space is limited, this option is first-come, first-served and may not be available for every reservation.

Open Enclosure

Many dogs prefer a spacious enclosed area complete with bedding, water, and comfort items. This provides security without traditional crating and is my standard sleeping arrangement unless otherwise requested.

Crate

If your dog normally sleeps in a crate or if you'd simply prefer they do so, I'm happy to accommodate that routine with comfortable bedding and optional crate covers when appropriate.



Transparency

Life doesn't always go according to plan.

Flights get delayed. Traffic happens. Emergencies arise.

I believe communication and honesty are the foundation of any relationship—professional or personal. If something unexpected affects your dog's stay, you'll hear it from me. Likewise, I appreciate the same communication from my clients so we can work together to make the best decisions for everyone involved.





Health & Safety

The safety, comfort, and happiness of every guest is my highest priority.

I require appropriate vaccinations for boarding guests and work hard to keep bowls, toys, bedding, and common areas clean and sanitized.

If your dog develops concerning symptoms before their reservation, please let me know. Likewise, if any illness or unusual behavior occurs during their stay, I'll communicate with you promptly and we'll determine the best plan together.

Some mild digestive upset can happen simply from excitement or being in a new environment, but significant concerns will always be discussed immediately.

A Personalized Experience

The biggest difference about boarding here is that I don't simply watch dogs—I plan for them.

Every stay is intentionally designed around your individual pup. Whether they want nonstop adventures, quiet snuggles, social time with compatible furriends, or simply someone to make them feel safe while you're away, my goal is for them to feel like they're on their own little vacation rather than staying at a kennel.

I want you to leave knowing your best friend is loved, understood, and cared for exactly the way they deserve.





Boarding Policies & Important Information

- Typically, only **one family** is scheduled for boarding at a time unless otherwise approved by Emma. A maximum of **8 pets** may be boarded if they are determined to be compatible and safe together.
- Because grooming is my full-time profession, **1-3 grooming appointments may occur during your pet's stay**. Grooming appointments are generally no longer than two hours and are scheduled with breaks in between so my boarding guests continue receiving plenty of attention. Boarding guests are housed separately from grooming clients and are never physically around spa guests. If you would prefer your dog not be present during grooming appointments, please let me know prior to booking and I will do my best to accommodate your request. Reservations extending five or more days may require grooming appointments to occur during your pet's stay.
- All boarding guests must have current **Rabies, Distemper, Bordetella, and a negative fecal test within six months** of their scheduled stay.
- Please bring enough food for your pet's entire stay, along with any daily medications or specialty items they require, such as diapers, pee pads, insulin, Enalapril, Vetmedin, or other medically necessary supplies.
- You're always welcome (and encouraged!) to pack favorite toys, treats, bedding, or even a shirt that smells like you. Familiar scents and comforts can make the transition much easier for many dogs.
- If insufficient food is packed for your pet's stay, a **\$30 per feeding convenience fee** will be added, in addition to the cost of obtaining appropriate food. This policy exists to encourage maintaining your dog's normal diet whenever possible, helping reduce unnecessary gastrointestinal upset.
- If essential medical supplies or care items (such as insulin, medications, diapers, or pee pads) are forgotten, a **\$40 convenience fee** will apply, along with reimbursement for the items purchased and travel expenses required to obtain them. My priority is





always your pet's health and comfort, and these policies help ensure they arrive fully prepared.

- Reservations that include a recognized holiday will incur a **Holiday Fee of \$20 per pet**.
- If an additional overnight stay becomes necessary with **less than 72 hours' notice**, a **\$75 extension fee per additional night** will apply, subject to availability.
- Please arrive on time for your scheduled drop-off and pick-up appointments. Arrivals more than **15 minutes late** may be treated as requiring an additional day of care and applicable fees. During arrivals and departures, I temporarily secure all dogs in their individual areas to prevent escapes and minimize stress, so punctuality helps keep everyone's routine running smoothly.
- Dogs **dropped off before 5:00 PM or picked up after 12:00 PM** will be charged for a Day Stay. Dogs dropped off after 5:00 PM or picked up before 12:00 PM will not incur an additional Day Stay fee.
- There is no charge to inquire about boarding availability. To officially reserve your dates, a **50% deposit** of the total boarding cost is required.
- Cancellations made **more than seven days** before the scheduled reservation will receive a **75% refund of the deposit**. Cancellations made **within seven days** of the reservation are non-refundable, as those dates were specifically reserved for your family.
- If boarding dates are shortened within seven days of the scheduled drop-off date, payment for the originally reserved stay will still be required, as those dates could no longer reasonably be offered to another client.
- All boarding balances must be paid in full before your pet is released.
- If I am unable to reach you through any provided method of communication and your pet remains unclaimed **four days after the scheduled pick-up date**, your pet may be considered abandoned and surrendered to the appropriate animal welfare organization in accordance with applicable law. If an emergency arises, communication is always appreciated, and I will do my best to work with you whenever possible.
- If your pet becomes injured or experiences a medical emergency during their stay, you will be contacted immediately. Depending on the urgency of the situation, your pet may be transported to the veterinarian listed on your application or the nearest





appropriate veterinary facility if I cannot reach you. By boarding with me, you authorize me to seek necessary veterinary care in the event of an emergency. All veterinary expenses incurred for your pet remain the responsibility of the owner.

