



BFF, Prince Edward County Boarding Checklist & FAQ

1. **New Clients:** Have you completed your online registration (only for pup's new to BFF)? You can complete your registration and set up your online account here, [New Client Registration Form](#). During your account set up you will be able to add detailed feeding, medication and behaviour notes to help our team ensure that your pup has the best possible vacation experience at BFF.

How will I know if my pup is having fun? To keep you engaged in your pup's experience you will receive a daily *Pupdate Email* with a personalized note about your pup's experience and several photos taken from that day. From time to time these emails can get hung-up on servers due to their size or recipient email limitations; we never miss a Pupdate so if you haven't received yours by 8pm EST send an email to info@bffplaycare.com and we'll make sure you get your Pupdate asap!

2. **Existing Clients:** Are your account details up to date? Including emergency contact information and your pup's feeding and/or medication instructions? You're also welcome to provide a note on feeding instructions in your pup's belongings if you prefer.

Where can I access my online account? You can verify your account details online at <https://www.bffplaycare.com/login.html>

3. Did you pack your pup's leash/collar/walking tools?

Where do the pups exercise? BFF, Prince Edward County features several acres of naturally enclosed meadows with manicured trails for pups to enjoy during daily hiking excursions lead by professional BFF team members. Pups with proven recall are also able to run off-leash in these areas.

In addition to guided hikes for exercise, we also maintain and provide open access to a large indoor dog-run and more than 25,000 square feet of fully-fenced outdoor space for the safe, off-leash enjoyment of all vacationing pups regardless of age, breed or energy level. BFF has something perfect for every pup to safely enjoy.

How much outdoor time will my pup get? Pups are never confined to crates or cages (unless specifically requested for your pup's comfort at bedtime) and they always have access to fresh water, raised dog beds and of course their pupper-pals too! Throughout the day our experienced team members will guide, encourage and engage pups in the open play areas to ensure a healthy mix of exercise, rest and socialization tailored to individual needs.

BFF, Prince Edward County was deliberately designed to seamlessly connect our indoor and outdoor spaces giving pups the opportunity to choose when and where they would like to play, rest or socialize. Depending on the time of year, and current weather conditions, pups could have access to run and play in the open air, with free access, for as many as 18 hours a day if they choose. Outdoor access is freely available during the warmer months and is only removed at bedtime and during times of inclement weather for needed rest and safety reasons. During cooler and winter months pups can run and play freely indoors and are provided multiple hours of structured outdoor playtime everyday.



Time outside is always maximized to the best of our ability and based on current weather conditions and the individual needs of each pup (that is, pups are never forced to spend time outside just for the sake of it if they are not enjoying the experience due to weather or their individual needs at the time). *Our daily goal is to ensure pups have a safe and engaging experience, and that everyone heads to bed for a great night's sleep in the fresh county air feeling happy, well fed and perfectly exercised.*

Who is caring for my pup while they're boarding? Permanent staff live and work full time at BFF, Prince Edward County and we further guarantee that there will be an experienced staff member onsite 24/7/365 with no exceptions. Closed-circuit cameras also cover the entire property, further ensuring your pup always has a safe and engaging vacation.

4. Did you pack your pup's food and include an additional 10% for stays longer than 48hrs?

Why do I need to pack 10% more food? Pups can quickly lose a noticeable amount of weight when they're running and playing with their friends all day. Even pups that visit off-leash parks daily may still require additional calories to maintain their weight while on vacation. Our professional & experienced leaders will fine-tune daily calories based on activity if required.

5. Did you pack your pup's prescription or over the counter medication with clear instructions for use?
Please note that Prescription medications 'must' be provided in the original, child-safe, prescription bottle with your pup's name and medication instructions on the label.
6. BFF is a cage-free facility, but we also appreciate that some pups are far more comfortable when they have access to their private crates at night. If applicable, please provide your pup's collapsible/travel crate. A range of safe and clean crates are complimentary and available upon request should you need one and prefer not to pack your own. Just let us know that you would like a crate for bedtime and we'll ensure one is ready and waiting for you as requested.

Note that if your pup requires a crate, their pals will not have access to it so you are free to include blankets/toys/etc. knowing that they will be safe from the excited chews of their pupper-pals!

7. You're encouraged to provide some additional tasty treats for your pup to enjoy while they are on vacation like dried liver (Benny Bullies), baby carrots, etc.

For health and safety reasons, pups do not have access to the food provided for their pals, and therefore extra treats will be distributed evenly amongst, and provided with, your pup's daily meals. In our experience pups really enjoy this little bonus (desert!) and it also helps to encourage consistent eating schedules for 'grazers' and pup's that may be a little more nervous on their first vacation. This experience also positively reinforces their time away from home.

Can I send up my pup's bed? **Sure, but we advise against it!** *Through experience we quickly learned that pups will almost exclusively choose another pup's bed or toys when given the option of their belongings from home, or something different provided at BFF. Affectionately coined "The kids at camp effect" trust us when we say, for whatever the reason, your pup will be far more interested in the beds and toys made available to them at BFF than the beds and toys they have access to at home.*

BFF Your trusted pet care experts.



So, if you choose to send up a bed or toy, just know you're most likely doing it for the benefit of your pup's new friends...and that their new friends will almost certainly show their gratitude by sending it home in pieces.

Thanks for choosing BFF as your trusted pet care expert. Email info@bffplaycare.com or call 416.551.CARE at any time for assistance. We're here to help and we're looking forward to hosting your pup soon.



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