

Hi! Thank you for contacting Rummy's Beach Club! WooHoo! Let's have some FUN!

But first.....the serious stuff. Below, please find our new client information, which will hopefully answer your questions: PLEASE read this email so you won't be lost when you get to Rummy's.

Rummy's is an exclusive, PRIVATE facility. When you come to Rummy's, you and your dogs are the only ones using the facility. You will be accompanied by a staff member while you are here, but no other people or dogs are using the facility while you are here. You have access to our one-acre PRIVATE dog park with a PRIVATE custom-built dog pool and bathroom facilities and dressing rooms. Your dogs are going to have so much FUN!!!

**FORMS** - Complete a new client form for each dog you are bringing & email to us BEFORE your appointment. The vet referral form is NOT mandatory, but is preferred. The photography release form is mandatory if you want pictures taken.

**Vaccinations** – Please send us proof of your dog's current vaccinations or titers. If you no longer vaccinate your dog, please explain why and send us the last vaccinations they received.

**MAKE YOUR APPOINTMENTS** – After we review your new client forms and proof of vaccinations, we will contact you to let you know you can make your appointment. If you want to come on the weekend, Rummy's is often booked with a waiting, so just ask to be put on our weekend waiting list - we will get you in.

**CANCELLATIONS** – We have a 24-hour cancellation policy - If you cancel your appointment with less than 24 hours' notice, you are responsible for payment of that appointment. We hate to do this, but we won't stay in business long if we don't. If there is bad weather where you are - you are not charged for weather related cancellations. We don't swim if there is thunder or lightning.

**PREPARATION** -- DO NOT FEED your dog 3 hours BEFORE swimming or you may see it again in the pool or in your car. No treats at Rummy's please until they are done swimming and in your car. Eating stimulates the GI tract and increases chances of vomit, aspiration or poop in the pool. Protect your skin from dog claws & sun. Workout clothes or a bathing suit covered with a t-shirt works fine. Don't forget towels for your dogs. In the winter, you may want to bring old comforters for your dogs to sleep in and stay warm after swimming. There is a heated dressing room next to the pool so you can change your clothes. We have dog life jackets, toys & ear cleaner for ears after swimming to prevent ear infections (like swimmer's ear for people).

**DOGS / PEOPLE** – You can bring up to 3 dogs and 2 people age 16 or older from the same household for the prices quoted on our web site here: <http://www.rummysbeachclub.com/rates---services.html> If you bring 3 dogs, they MUST know each other and play nicely. Do not bring dogs and leave them in the car. **Sorry - NO CHILDREN under age 16 allowed on the property for liability reasons.**

**PARKING** -- Please park in the street near our driveway and stay in your car with your dogs so you don't interrupt the dog swimming before you. When it is your appointment time, the large drive-in gates open and the dog swimming before you drives out. We will wave you in. Once inside of Rummy's & the gates are closed, let your dogs out to RUN all around, pee and poop. **Please don't walk your dogs while waiting. Our neighbor breeds pit bulls and does not leash them. AGH!!**

**PHOTOGRAPHY** – If you sign our photography release form, this gives us permission to take pictures & videos of your dogs for no charge and share them with you on social media and use them in our advertising. We don't email pictures or videos, but we share them on social media for no charge. It can take up to 4 weeks to get your pictures & videos. We are happy to try to get underwater pictures of your dog, but please know that good underwater photography requires a lot of things to be perfect – lighting, background, etc.

**DOCK JUMPING** – Rummy's has a Floating Dock your dogs can jump off of year round.

**PAYMENT** – We offer private hourly swims only. Our discounted swim packages are called Season Passes that you can use once a week, once a month – however you want to use them. You can pay with cash, check or credit cards. We accept all major credit cards. Our prices are on our web site.

Please let us know if you have any questions. See you soon!

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