POLICIES & PROCEDURES

How to Adopt:

1. **Do your research.** Hedgehogs are exotic pets and require special care.

2. Still ready to adopt? **Fill out our Adoption Application.** This application is to insure our hedgehogs are going to loving homes.

3. After you submit your Adoption Application, you can reserve an available hedgehog or join our waiting list by placing a **$50 deposit via Paypal (plus $2 processing fee.)** You do not need a Paypal account, just a credit card. Deposits are non-refundable for ANY reason.

4. Deposits are deducted from the total cost and the remaining balance is due in via **CASH ONLY when you pickup.** Taxes are included in total.

5. We will use the email you provided on your Adoption Application to contact you. **Each email attempt will only be made one time.** Please make sure your address is correct and check your junk folder often. We are not responsible for any missed or misplaced emails.

6. We will email you when your hedgehog is 5-6 weeks old, to schedule a **"tentative pickup date."** Hedgehogs will need to be a minimum of 7 weeks old, over 170 grams, and eating/drinking on their own, in order to leave. Sometimes, this may take a little longer for some hedgehogs.

7. You will receive a pick up confirmation email once your baby has reached the above minimum requirements and is **"ready to go."** We will use the email you provided on your Adoption Application.

8. Your **hedgehog NEEDS to be picked up no later than one week** after we have sent you the email stating that he/she is "ready to go." If not picked up within one week, you forfeit your deposit and your hedgehog will be made available to others! If you need us to hold onto your hedgehog longer, we will be happy to do so, but there is a boarding fee.

9. We charge a **boarding fee** of $5 per night. After one week of boarding, you will need to pay your hedgehog's remaining adoption fee in full for him/her to stay longer. After 2 weeks of boarding, if your hedgehog is not picked up, you forfeit ownership and any monies paid.

10. If you are a **no call/no show** on pickup day, you forfeit your deposit, any monies paid, and your hedgehog will be made available for others!

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Waiting List

11. Don't see a baby you like? No problem! We have new litters available every few weeks! <u>Follow steps 1-3 above, pay your $50 deposit (plus $2 processing fee), and note:</u> **"Waiting list"** on your Adoption Application. Our waiting list will have first pick before the public. Waiting list follows the same rules as stated above.

12. Please understand that if you have your heart set on a specific gender or color you may have to **wait a little longer,** as every litter is different and may not have what you want. Colors/patterns are not guaranteed and may change through quilling.

13. **Babies will be listed on the website** once they are old enough to be handled and have opened their eyes, have their colors, and markings showing (usually at about 4 weeks old.) We will then start contacting people on the "<u>waiting list</u>" via email.

14. We will use the <u>email you provided</u> on your Adoption Application to contact you. Each person will be contacted in the order their deposit was received. You will be able to **"pick or pass"** from any available hedgehog. If we don't hear from you promptly (<u>max of 12 hours</u>), we will go to the next person on the waiting list. This is to ensure everyone is contacted in a timely manner, especially when we have a long waitlist.

15. **If we do not hear back** from you after 15 days of our first email attempt to 'pick or pass", we will assume you have <u>forfeit your deposit and any monies paid.</u>

16. **Each email attempt will only be made one time.** Please make sure your address is correct and check your junk folder often. We are not responsible for any missed or misplaced emails.

17. **If you want to wait for a later litter, please let us know!** Open communication let's us know you are still interested and haven't <u>forfeit your deposit and any monies paid</u>.

18. **Pickup procedures** are listed above.