

Muddy Creek Farms

Hedgehog Purchase Policies

Updated 04/14/2019

Appointments & Meeting Our Hedgehogs

Please review this policy section carefully and in its entirety.

We are not responsible for the loss of fees or deposits in the event one fails to adhere to appointment protocol and etiquette.

Muddy Creek Farms accepts visitors by appointment only. We are not a storefront and we do not have “open” hours. All appointments must be scheduled online using our appointment scheduling tool. Because we operate out of our home, an address will only be provided to customers who have scheduled appointments and have either placed a deposit, or paid a Meet & Greet appointment fee online. At the time of your arrival, we may ask for photo identification with a name that matches the credit card, debit card, or PayPal account used at the time of checkout. Failure to be able to provide identification may result in a cancellation of your appointment. No fees paid will be refunded or transferred. We reserve the right to abruptly end or cancel any appointment in which we feel the safety of our family, animals, or property is in jeopardy. In this event, no refund of any deposits or fees paid will be issued.

APPOINTMENT ETIQUETTE

When you come to your appointment, please arrive no more than 10 minutes early. Due to having a large family and our own schedule, we often fit appointments in between dinner and other events of our own. Those who arrive more than 10 minutes early may be asked to wait in their car until their scheduled appointment time. Likewise, If you will be arriving more than 10 minutes late, please give us a call. Your appointment may need to be rescheduled depending on our availability. Failure to contact us within this time frame will result in a cancellation of your appointment. Any fees paid will not be refunded or transferred.

Please remember that although we try to keep your appointment time as professional as possible, you are still guests in our home. Please remain in the area which we seat you and do

not allow children to wander about, jump on our furniture, carry animals around, etc. Likewise, our home is not for adult exploration. We understand it is exciting to see some of the many unusual animals we have walking around and you may be curious about what is around every corner, but closed doors and blocked off areas are off limits to visitors. Failure to respect our home and our privacy may result in being asked to leave. In this event, all deposits and fees paid will be forfeited.

We ask that all visitors feel completely welcome to ask as many questions as they can think of and we encourage you to do so openly. In turn, we ask that you take the time to listen to our answers. Quite often we find ourselves trying to answer a question over chatter amongst friends and family, only to be asked the same question repeatedly, then receive a phone call asking the same question once again. Please allow us to help you by listening to what we have to say.

We do not intend to sound unfriendly or unapproachable. However, we have been a hobby breeder since 2011 and during that time we have had a number of wildly inappropriate encounters with individuals, in addition to those who simply have no respect for our home and time. We have rules and guidelines when it comes to accepting visitors for a number of reasons, all which have been based on trial and error. This also helps us to maintain a level of fairness to all who come to us looking for their next pet.

WHAT TO EXPECT AT YOUR APPOINTMENT

When you come to your appointment, you will be seated in our formal living room. We will then bring specific, appropriate animals to you, depending on your appointment type. For the health and safety of our animals, we do not allow visitors in our breeding rooms and nurseries. Please note that we live in a split-level home and unfortunately, for this reason, any visitors will have to walk upstairs in order to be seated. It should also be noted for allergy reasons that we do have many other animals in our home, including dogs, cats, skunks, pigs, and rabbits. If informed ahead of time, we would be happy to keep these animals out of the room during your visit. However, hair and dander will still be present.

The duration of your appointment will depend on the specific appointment type selected. Meet & Greet appointments are allotted 30 minutes, whereas pick up appointments are scheduled in 60 minute intervals as there may be paperwork and other issues to attend to, in addition to Q&A time. Please respect the timeframe that is given for the appointment type you have

scheduled, keeping in mind we may have other appointments to prepare for, or our own personal commitments to attend to.

APPOINTMENT TYPES

When scheduling your appointment, please ensure you schedule the appropriate appointment type. Failure to schedule the appropriate appointment type will result in a cancellation of your appointment entirely.

Meet & Greet Appointments - A 30 minute appointment which is intended for families to meet our available babies, place a deposit, or to obtain general information regarding hedgehog care and behavior. This \$10 fee is applied toward the total purchase price **ONLY** if a hedgehog is taken home the same day. This fee **WILL** also apply to families who have already placed a general waiting list deposit, and/or a deposit on a specific hedgehog, in the event they would like to visit before the hedgehog is to be taken home. Please note we cannot guarantee the availability of any hedgehog without deposit. We cannot, under any circumstances, bring out hedgehogs under 4 weeks of age for viewing. We cannot bring out babies for which there is a potential waiting list until the waiting list has been exhausted.

Pick Up Appointments - Please schedule a pick up appointment **ONLY** if you have previously **PLACED A DEPOSIT** on a **SPECIFIC** hedgehog in which you would like to pick up. If you do not yet have a deposit on file, or if you have not yet applied your general waiting list deposit to a specific hedgehog and would like to schedule a time to meet current available babies, please schedule a Meet & Greet appointment. Scheduled pick up appointments that do not meet these guidelines will be canceled without notice.

If you have already placed a deposit on a specific hedgehog, or if you have already applied a previously placed general waiting list deposit to a specific hedgehog, please feel free to follow through with scheduling a pick up appointment.

Same Day Appointments – In most cases, our appointment times are limited to what is available on our booking calendar. However, because our scheduling software only allows appointments to be booked no less than 24 hours in advance, we sometimes have cancellations or changes to our own plans and will be able to accommodate a same day appointment. Please contact us via phone or email for availability.

General Policies

- All hedgehogs will be listed as "available for deposit" between 5-7 weeks of age. Babies are generally considered weaned and ready to go by 7-8 weeks of age, or once they reach a minimum of 150 grams in weight.
- All families must fill out and sign our Purchase & Sales Agreement before picking up their hedgehog. The agreement must be completed by an individual 18 years of age or older. We no longer accept paper copies. All forms must be submitted electronically via our secure, encrypted online form.
- All of our hedgehog babies are sold as pets. We do not sell babies to new breeders who do not have an established mentor, nor do we sell babies to breeders who are not USDA licensed. All buyers are required to sign a contract and this is included within that contract. We do keep in contact with other breeders nationwide. If you have placed a deposit with us and we find you have placed a deposit with another breeder as well, we will sell you a baby of the same sex as the one you are purchasing through that breeder. If a deposit is placed with another breeder on two or more opposite sex babies, you will forfeit your deposit with us, as we do not sell hedgehogs of the opposite sex to unlicensed buyers.

Waiting List & Deposit Policies

Placing Your Deposit

Ready to place a deposit on one of our babies? A deposit is required to hold the hedgehog of your choice and is accepted via PayPal, credit, or money order in the amount of \$25.00. You may place your deposit directly through our website if using credit, debit, or PayPal as your payment method. Your deposit will apply towards your total purchase price (excluding PayPal fees). The remaining balance, including sales tax, is to be paid by cash, PayPal, or credit card upon pick up. We do not accept checks.

- Deposits apply towards the total purchase price of your hedgehog, less any taxes or PayPal fees.
- Deposits are non-refundable. However, you may always transfer your deposit to another available baby of equal age, or to one that is older.
- Deposits are valid and will hold your hedgehog for up to 7 days past the date in which your deposit was placed, or 7 days past the hedgehog's wean date or "ready by" date if the hedgehog is too young to go home at the time the deposit was placed. Failure to pick up in your hedgehog within this timeframe will result in a forfeit of any deposit or sum which has been placed on this animal. Should you require your hedgehog to be

held for an extended period of time, the hedgehog must be paid in full within the 7 day time frame and the owner must then enter into a boarding agreement with Muddy Creek Farms, as the hedgehog will then be placed into its own cage, apart from other babies. Boarding fees are calculated at \$25.00 for the first day, then \$5.00 per day for each day after, with a maximum of a 14 day holding period.

Waiting List

General waiting list deposits are accepted via PayPal, credit, or money order in the amount of \$25.00. You may place your deposit directly through our website if using credit, debit, or PayPal as your payment method by visiting our available hedgehogs page and the General Waiting List Deposit link.

- Your deposit will apply towards your total purchase price. The remaining balance, including sales tax, is to be paid by cash or credit card upon pick up. We do not accept checks.
- Deposits apply towards the total purchase price of your hedgehog, less any taxes.
- Deposits are non-refundable. However, you may always transfer your deposit to another available baby of equal age, or to one that is older. As babies become available, you will begin receiving baby picking notifications via the email provided when your deposit was placed. Please note that in order to avoid confusion on our end, we do not offer to send notifications to additional or alternate email addresses.
- Waiting list deposits are treated on a first come first served basis. As new babies are posted, those on the waiting list will be given the opportunity to pick a baby in the order deposits were received, as is shown on our waiting list page.
- Each family will be given 12 hours to pick their baby before we move on to the next family on the list, or make any remaining babies available to the general public. This allows us to email a minimum of two families per day. Failure to make a selection or notify us you would like to pass and wait for future litters within 24 hours will result in being placed on our inactive waiting list. In this event, you must then contact us to let us know you would like to be placed back on the active waiting list before you will once again begin receiving baby picking emails. Failure to respond to baby picking emails within the 24 hour time frame more than 2 times will automatically be considered a forfeit of any fees or deposits paid, or any gift certificates purchased.
- Waiting list deposits are valid for 1 year from the date the deposit was placed. If the family applies their deposit to a specific hedgehog within the 1 year timeframe, the deposit is valid for 1 week past the date which the deposit was applied, or if applicable, 1 week past the selected hedgehog's wean date.
- Deposits will hold the hedgehog of your choice for up to one week. If you do not pick up your hedgehog within that time, you will forfeit your deposit and the hedgehog will be listed as available. Should you require your hedgehog to be held for an extended period of time, the hedgehog must be paid in full within the 7 day time frame and the owner

must then enter into a boarding agreement with Muddy Creek Farms, as the hedgehog will then be placed into its own cage, apart from other babies. Boarding fees are calculated at \$25.00 for the first day, then \$5.00 per day for each day after, with a maximum of a 14 day holding period.

Once your deposit has been received, we will add your name to our active waiting list. As babies become available, we will post them to a non-public page and begin emailing families in the order in which deposits are received. Additional information regarding the selection process will be sent out via email when it comes time to pick your hedgehog. Once you have made your choice, you can then schedule an appointment via our website for pick up. You will be selecting a "pick up appointment", as you will have already applied your deposit to a specific hedgehog. All hedgehogs must be picked up within a week of the initial deposit date, or in the case of families on the waiting list, within a week of the time you applied your general waiting list deposit to a specific hedgehog. Failure to pick up within this time will result in a forfeit of deposit and the hedgehog will again be listed as available without any notice. Should you require your hedgehog to be held for an extended period of time, the hedgehog must be paid in full within the 7 day time frame and the owner must then enter into a boarding agreement with Muddy Creek Farms, as the hedgehog will then be placed into its own cage, apart from other babies. Boarding fees are calculated at \$25.00 for the first day, then \$5.00 per day for each day after, with a maximum of a 14 day holding period.

Some babies may be listed as "Not Yet Available". These are babies who may or may not become available around the same time as the others. Please remember if you chose to pass on available babies to wait for one a hedgehog displaying this availability status, there is a chance that these babies may become unavailable for purchase at any time and without notice. Interested families may also join our mailing list free of charge in order to receive email updates when new babies are posted, although this will not guarantee placement for future litters.

Breeding Your Hedgehog & Obtaining a Pedigree

All hedgehogs are sold under contract as "pet only"; meaning using our hedgehogs for breeding purposes is forbidden as per the Purchase & Sales Agreement that is to be signed at the time of purchase.

Pedigrees will only be released to USDA licensed breeders which have obtained approval for breeding rights prior to purchase.

We will only sell hedgehogs in same sex pairs.