



## **Bluestone Veterinary Services Equestrian Blanket/Garment Services Information and Policies and Procedures**

Please follow the following steps to ensure an easy drop-off and pick-up process:

- You do NOT need to be a current Bluestone Veterinary Services client to enjoy our equine blanket/garment services!!! We will simply make you an account and your "animal" will be listed as "Blankets"

### **To get started:**

- Print out a BSVS Equestrian Laundry Service Ticket from our website or request one by email
  - Fill the service ticket in with NEAT, LEGIBLE PRINT
  - \*\*\* Use one ticket per bag, up to THREE blankets per bag and ticket\*\*\*
- Bag blankets in reusable laundry bags or LARGE HEAVY black trash bags and affix the corresponding ticket to the bag. If only 1 garment can fit in the bag, fill out ONE ticket for that blanket/bag. NO WHITE TRASH BAGS.
- Blankets must be DRY when bagged. Wet blankets will mold; we are not responsible for mold on received blankets and you may incur additional handling, sanitization, and/or biohazard fees, to be determined by the management.
- Check in with our staff PRIOR to unloading blankets. Equine laundry should NOT be brought in the front door.
  - We are first and foremost a medical facility and must ed to avoid dirt and dust in the building.
  - We will send an employee out to bring them around a side entrance after check-in and payment.
- You may NOT drop off or leave blankets outside the building during hours we are closed.
  - ALL garments MUST be checked in with our staff.
  - We will not check in blankets when closed and are not responsible for theft, damage, or otherwise, if you leave your blankets unattended.
- Do not bring your blanket in the manufacturer's bag, unless you have given specific instructions for us to re-package it into the manufacturer's bag after laundry treatment. It must be clean and dust free or may incur a cleaning fee and your clean blanket may get dusty upon repackaging.
- ALL instructions for laundering must be WRITTEN on the service ticket, not texted/called-in/emailed/verbal.
- Please list damages on your blankets on the service ticket.
  - We do our best to document all blankets, including damage, with photos upon unpacking.
  - We take every precaution to handle each garment with extreme care and do our very best to maintain the integrity of your garments; however, some blankets begin to deteriorate with age and occasionally, minor damage may occur during the rigorous washing process.
  - We will advise you of any accidental damage immediately, but do NOT assume responsibility.
- At this time, we do not offer repairs.
  - We DO have an industrial sewing machine and a potential seamstress... we just need to get everything working smoothly!
- If a blanket is found to require additional de-shedding/Velcro cleaning/extra washes, etc., by signing this form, you agree to pay the additional fees at the time of pick-up.
- BLANKETS WILL NOT BE RELEASED UNLESS ALL ANCILLARY CHARGES ARE PAID IN FULL.
- We will contact you when your blankets are done and ready for pick up.
  - Blankets, especially heavy-weight and stable blankets can take DAYS to dry. We will NOT rush your blankets' drying process.
  - Please do NOT clog the phones, text, email, etc. asking when they will be ready.
  - We will contact you when done
  - Please expect up to 4-6 weeks for return of blankets during summer months. We do our very best to have as quick of a turnaround time as possible.
  - Unless a rush-charge is requested (\$100), plan on a 1-2 week turnaround time.
- Payment is expected at time of drop off. If additional fees are incurred after check-in, the balance must be paid prior to release of garments.

- \*\*\*Laundry Services are paid at DROP-OFF\*\*\*
- \*\*\*It is the CUSTOMER'S responsibility to alert BSVS to any special washing instructions (i.e. cold wash, bleach wanted, do not tumble dry, hang dry only, etc.)\*\*\*
- \*\*\*IF ITEMS ARE NOT PICKED UP WITHIN 30 DAYS OF YOUR INITIAL PICKUP CALL, YOU WILL BE CHARGED A \$1.00/DAY HOLDING FEE. Items left for more than 60 days will be charged the holding fee and donated to a local shelter.
  - We are not equipped to store laundry for an extended period.
  - You will receive a courtesy call prior to the 30 days.

### **Washing:**

All items are washed per manufacturer's instructions.

Commercial detergents and agitators should NEVER be used on water-proof equine turnout clothing. The harsh chemicals, dyes, and fragrances may not only cause irritation to your horse's sensitive skin, but they are known to release harmful carcinogens unsafe for the launderer, handlers, and the animal.

"Only products approved by internationally known blanket manufacturers are used in our shop, including NIKWAX brand products - the global authority in waterproofing and safe washing products since 1977, and the ONLY waterproofing product free of ALL fluorocarbons."

Bleach is only used upon an owner's request and only on brilliant white items (such as a load of white standing wraps) Blankets are a huge investment in your horse's health and safety! Proper care can extend their useable life for many years!

We use ONLY products specifically designed for equine blankets and garments and were chosen specifically to maintain the integrity of your items.

### **Water Proofing**

Product: Nikwax Rug Proof (Horseware Ireland, premier blanket manufacturer's go-to)

When: Annually for any waterproof blanket or sheet 2+ years old

How to know: Spray your blanket with water, if it beads up, the waterproofing is intact, if it seeps through, it needs re-waterproofing.

### **Sanitizing Treatment**

Product: Pet Clean Laundry Sanitizer

From the producer's website: "Pet Clean Laundry Sanitizer is an excellent alternative to using bleach. EPA tested to kill 99.9% of the most common germs found in soiled laundry. Pet Clean Laundry Sanitizer keeps your colors bright while killing germs and odor causing organisms"

When: Sprayed on the lining of freshly laundered items that are frequently used such as saddle pads, coolers, protective boots/cloth bell boots, etc. or before packaging and storing sheets and blankets for the summer.

Sorts uniforms, reusable mop heads, rags, towels, etc.

Product Features & benefits include:

- Antibacterial treatment significantly reduces odors & staining
- Non-toxic, hypoallergenic & non-irritating to skin
- 24/7 protection from growth of harmful bacteria & fungi
- One application lasts for at least 90 days
- EPA registered! Non-Leaching
- Used for over 30 years in consumer & medical goods



**Drying:**

ALL blankets, sheets, coolers, protective boots are line dried. Due to the time involved with line-drying, it may take days to properly dry prior to repackaging for storage. We attempt to avoid direct sun while drying, but utilize fresh air out of doors whenever possible, to facilitate expedient drying. If drying indoors, warm air circulation, dehumidifiers, or exhaust fans may be used to promote airflow.

**Please note:**

We exert every effort to return your items in exemplary condition by using gentle handling, line-drying, and rug-safe cleaning supplies; however, washing may cause mild fading, some older blankets cannot be revived to a waterproof status with waterproofing, and some products not intended for machine washing, could shrink.

All natural fiber garments such as wool, cotton, lambskin, and real fleece, are washed exclusively on cold-water wash to avoid shrinkage, in a soap specifically formulated for these natural and wicking-type fibers

We cannot guarantee removal of all hair if an item arrives to us very hairy. There is an additional charge for “shedding” hairy items.

**Item Return:**

Your professionally cleaned/repairs/waterproofed blankets, coolers, sheets, etc. will be returned neatly folded based on your indicated choice on the service ticket in eco-friendly, bio-degradable brown paper, bound with reused baling twine, reusable bags you brought, loose but folded, or folded with a baling twine tie.

These sustainable options utilize renewable resources or reduce resources, instead of using wasteful plastics or vinyl bags that crack and break in hot/cold storage.

Each package will be clearly labeled with the customer and/or barn name, blanket size and can include horse name if requested.

Items that arrive in a bag for mixed laundry wash and bag will be returned in your own bag, also freshly laundered, unfolded, but neat, unless you chose the “folded” option. Laundry bags will be washed as a courtesy with your blankets.

\*\*\*We can also launder bulky comforters and heavy outdoor clothing (i.e. coveralls, winter coats, etc.) that may be difficult to launder in a home-washer, as well as show curtain, boat covers (none with attached ratchet straps), and pet beds/laundry!

Fall 2024 is our first year offering the blanket service! We will try to get your blankets back to you ASAP since we are behind, but for the future:

\*\*\*Do NOT wait to bring blankets in until the fall\*\*\*

- a) The turnaround time for needing them back cannot be guaranteed
- b) Dirty blankets piled in the stable for extended periods provide nesting opportunities for rodents, insects, mud-dobbers, stink-bugs, and other varmints.
- c) Leaving blankets with mud, sweat, urine, and feces on their various parts for an extended duration (especially in the heat) can allow ammonia and dirt to weaken the fibers, thus
- d) degrading the integrity of your garments and shortening the functional
- e) life of your investment.
- f) Bring us your heavy weights as soon as the worst weather is over,
- g) followed by medium weights, then sheets. Think March/April/May.
- h) We can do fly sheets/masks/boots/muzzles any time of year! Sometimes
- i) they just need a good clean and sanitizing partway through the summer!



If you know a seamstress (with equestrian background even better!) that would be up for the task of learning to repair blankets, send them our way!

Prepping your equestrian laundry for cleaning:

- 1.) Remove excess dirt, caked mud/feces, and matted hair, by brushing with a stiff brush.
- 2.) If step one is not effective, soak the garment(s) in water (such as in a water trough) then rinse with a hose and allow to fully air dry on a line.
- 3.) DO NOT use detergents, as this may compromise your blanket's exterior waterproof and breathable layer.

\*\*\*\*\*

By signing below, I acknowledge that I have read the BSVS equine laundry information, policies and procedures, and agree to abide by all procedures and policies as stated above.

Name (Printed): \_\_\_\_\_

Name (signed): \_\_\_\_\_

Date: \_\_\_\_\_

