



How to Get Started:

- 1) To get all set up, download the app or go to <https://my.gingrapp.com>. This is the Gingr Subdomain: <https://resortsbnp.gingrapp.com>
- 2) Enter your email address or phone number.
- 3) Hit "Forgot Password" and an email or text should come through to be able to finish setting up.
- 4) During this process it will have you sign agreements and fill out additional information.

Once Signed In:

You will automatically be on the home page. This is what everything on the homepage will do for you.

Under our logo it will state your name then all reservations that are coming up for any pet in your name.

To the right of that it will show any notifications that you may have.

Below that will be a section called "New Booking". It will list all the pets under your account. You can click on the pet you are looking for a reservation to make. Just below their name you can select start booking and follow the prompts of what you are looking to do. Helpful hint, if you are looking to board both pets together (as long as they live at same address), make sure to click on all pets names before hitting "Start Booking"

Under that will be the Do More, this is where you can purchase packages, view all invoices and see any reports cards we send about your pet!

Navigation Bar on Left Hand Side:

Book: another area where you can go to make reservations, see active or canceled reservations. At the top there are 2 sides to the page, Bookings and Deposits. All

boarding reservations now require deposits and this is how you can access to see if they are paid or how much the deposit is.

Shop: This is where you can see your active daycare packages and or purchase a daycare package for your pet.

Account: This is where you can access each pet, edit their profiles, upload all the vet records, and even add a new pet.

View: Is where we link all report cards and photos we may upload. We are not linking boarding cameras through the portal. Our system is slightly different for cameras and does not link this way.

More: Can bring you to our website, contact information for us and logging out.

New Things:

Please note some changes that we are making.

- 1) We are now asking you to upload a picture/ document with the pet's updated vaccines. Please make sure that the picture/file has the pet's name, vet name and vaccines for us to be able to view.
- 2) We do require a 50% deposit for all boarding reservations. You do have up until 10 days prior to stay to pay the deposit. Please note deposits are refundable if boarding is canceled within 7 days of Holiday times or 48 hours on non-holiday times. Holiday's include Christmas Eve through New Year's, February Break, Easter Break, Spring Break, Fourth of July, Memorial Day, Labor Day, and Thanksgiving.
- 3) As you make boarding reservations on the portal, you can pre-sign up for any services you want, daycare, 1-on-1's, and other services we provide. If you have questions about what it entails, click on the service and it will give you details and pricing regarding the service. Please note when you do enter these ahead of time it does include the pricing in the deposit.
- 4) We do ask that all meals are pre-bagged for your pet's stay. Also we do NOT accept raw food or even freeze dried food as it is still raw food that is dehydrated.
- 5) Please also note when you send a reservation it is a request to us. We do need to accept it and you will get a confirmation email. This does include boarding, daycare and grooming.