**General Information, Requirements and Regulations of VCA Pet Resort**

|  |  |
| --- | --- |
| **Office Hours** : | **Latest Check-In and Check-Out Times** |
| **Monday thru Friday 7:00 am – 7:00 pm****Saturday & Sunday** **8:00 am – 5:00 pm** | **Monday thru Friday 6:30 pm****Saturday & Sunday** **4:30 pm** |
| **PLEASE READ AND INITIAL FOR AKCNOWLEDGMENT AND RETURN TO VCA PET RESORT** |

**Tours & Visiting hours are available Monday-Sunday from 12:00 pm to 3:00pm**

**{NO TOURS DURING OUR HOLIDAY PERIOD}**

**Reservations:** All Resort accommodations are by reservation only and a deposit is required on the day of arrival. Deposits are as followed: **1 -14 nights 50%, 15-30 nights 75%, and 31 nights or more stay must be paid in full.**

**Check In and Check Out:** Pets are accepted for visits and released to owners only during regular office hours. **Pets may not be left or picked up at the hospital facility after hours**. Pets must be picked up at the latest pickup time or a late fee of $45.00 will be charged to your account**.**

**Vaccinations:** All Pets are required to be properly vaccinated as outlined below. Printed proof of vaccinations given under the direct supervision of a licensed veterinarian must be presented before your pet{s} can be accepted into the Resort’s facility. It is the owner’s responsibility to obtain the required documentation. **Pets overdue on current vaccinations or who lack proper documentation may receive their annual boosters from the medical staff during their stay at the owner’s expense.**

**Proof we need: Adult Dogs:** Canine Distemper; Hepatitis; Para influenza; Parvo Virus; Bordetella, Canine Influenza, and Rabies.

 **Adult Cats**: FVR-CP and Rabies= Even if your pet is strictly indoors, it **MUST** have the rabies vaccine.

**{Rabies vaccine is excluded only if pet has a medical condition & proper documentation from the owner’s vet is provided.}**

Pet {s} less than 5 months of age **MUST** be approved by a staff veterinarian to board and **ALL** prior vaccines given must be provided for review.

**\*Medical exclusion may require boarding at the hospital rather than The Pet Resort.\***

**Additional Requirements:** All Pets must be at least 5 months old & in good health and free from contagious disease. Pets must be current on all vaccines & free of fleas or other external parasites. If parasites or flea dirt are present at admission**, the pet will be given capstar and a flea bath on arrival, at owner’s expense**. Pets must be brought into the Pet Resort on leashes or in appropriate boxes.

**Refusal:** The Pet Resort reserves the right to refuse any pet that does not meet the prerequisites and refund the reservation deposit. In addition we will refuse to accept any animal that has proven vicious, destructive, or unable to handle in a kennel situation.

**Medical Supervision:** Pets are observed by trained medical personnel while staying at the Resort. If a condition should present itself that is felt to need treatment, we reserve the right to transfer the pet to the hospital facility for such treatment. Pets leaving the Resort may, on occasion, develop loose stools due to the excitement of being reunited with their family. Usually a bland diet for 24 to 48 hours will solve the problem. Illness is quite rare after a pet has stayed at the Resort, however if you have a concern, we will be happy to arrange an exam with a staff veterinarian at Adler Animal Hospital to evaluate the pet.

**Payment:** Balance and any additional charges are due and payable at the time of checkout. For your convenience we accept cash, checks, Debit, American Express, Visa, MasterCard, and Discover.

I have previously read and consented to the terms and conditions contained in boarding requirements and regulations \_\_\_\_\_\_\_\_\_\_.