

Pet Hotel & Day Spa Policies



HOTEL & DAY SPA HOURS

Although we do offer 24-hour animal care, our lobby is open during the hours listed. For security, safety, and accuracy considerations we regret we cannot accommodate arrivals and departures before or after lobby hours.

LOBBY HOURS
Monday – Saturday 7am - 7pm
Sunday 8am – 4pm
Check-In is after 3pm & Check-Out is before 12:00 pm.

CHECK-IN & CHECK-OUT TIMES

Similar to that of a human hotel, Check-In time is after 3:00pm and Check-Out time is before 12:00pm. A late check-out fee of \$25 applies to pets checked out after 12:00pm since additional care is required. Dogs going to Day Camp or the Spa on check-out day will not incur a late check-out fee if picked up after 12:00pm. Pets not picked up prior to closing will be considered over-night guests and be charged for an additional night's stay.

RESERVATIONS

The Barkley Pet Hotel & Day Spa reserves the right to refuse service and admittance to any pet guest who lacks proof of vaccinations, displays signs of contagious health conditions, demonstrates aggressive behavior or does not meet our health and temperament standards.

Boarding

Reservations require a credit card deposit at time of booking. During Rack Rate period, a 1-night deposit is required and during Peak/Holiday Rate periods a 2-night deposit is required.

*Day Camp**

Reservations are highly recommended for staffing purposes. Non reservation dogs may be turned away if ratio of dog to staff is reached.

Grooming

Reservations are required. Although we do try to accommodate every dog, the Salon & Day Spa books quickly. It is highly recommended to book your appointment several weeks in advance.

CANCELLATION POLICY

Boarding and Reservations must be cancelled at least five (5) days prior to arrival. Failure to cancel five (5) days prior to arrival will result in the forfeiture of deposit. Day Camp and Grooming Reservations require 24-hour cancellation notice.

LENGTH OF STAY

Peak/Holiday Periods (published on our website and on printed rate card) require a two (2) night minimum stay.

PAYMENT

Payment is due at check-out. Visa, Mastercard, Discover, and American Express accepted. Gift Cards and personal checks (after 2nd visit) are gladly accepted. Returned checks will incur a \$40 returned check fee.

EXTENDED & LONG TERM STAY PAYMENTS

Stays exceeding two weeks that are not utilizing a pre-paid boarding package, require payment of on a bi-weekly basis.

PET HEALTH AND SAFETY

At The Barkley Pet Hotel & Day Spa we take pride in the health and safety of our pet guests. We consult with the adjacent VCA Westlake Village Anima Hospital when we deem medical care is necessary. All guests must be in good health and not have been exposed to any contagious or communicable illnesses within a 30-day period prior to check-in. The Barkley Pet Hotel & Day Spa accommodates pets who are healthy, fit, and able to walk unassisted. Pet guests who have a medical condition or illness maybe more appropriately cared for by boarding at VCA Westlake Village Animal Hospital, next door, who has 24-hour veterinary nursing care. Pet guests must possess a temperament that allows staff to care for the guest properly. *Dogs are pack animals and lead with their teeth and paws and are unpredictable in nature. As a result, no amount of vaccination requirement, supervision, sanitation, or personalized care from The Barkley Pet Hotel & Day Spa can be 100% certain to prevent pets from being injured or contracting an airborne virus or communicable disease.

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Policies



VACCINATION REQUIREMENTS

Pet guests must meet vaccination standards before admittance to The Barkley Pet Hotel & Day Spa.

Titers are accepted with proper documentation. Rabies vaccination is required by law by the Los Angeles County Animal Control.

Dog Requirements

Rabies – Current in the last year for puppies* and past 3 years for adults
DHPP – Current in the last year
Bordetella – Current in the last 6 months

Cat Requirements

Rabies – Current in the last year for kittens and past 3 years for adults
FVRCP – Current in the last year
Feline Leukemia – Current in the last year

*Rabies vaccination is required for puppies at 12 weeks of age.

If pets require vaccination updates, we prefer vaccination(s) be administered 7 days prior to your check-in date.

MEDICATIONS

Our Animal Care staff can administer oral and topical medications at the cost of \$1.50 per dose. Medications must be properly labeled and the correct dosage indicated on the Overnight Check-In Form. Guests requiring specialized care are handled on a case by case basis and may be referred to VCA Westlake Village Animal Hospital for proper care.

FOOD

Pets are fed twice daily – in the morning and in the evening. Pet owners may choose our house cuisine which is Royal Canin, a high-quality, dry veterinary diet, recommended by VCA Westlake Village Animal Hospital (canned food is available upon request). Pet owners may also choose to provide their own food. If providing your own food, prepackage each feeding in individual baggies labeled with pet's name. In the event your food runs out a service fee will be charged in addition to the cost of the meal. We do not accept raw food diets due to concern about bacteria where we store and prepare food for all of the dogs. Pet owners can consider substituting their pet's raw food diet by providing a prepackaged *freeze dried* diet alternative during their pet's stay.

POTTY WALKS/EXERCISE

Dogs are walked outside for potty breaks three times per day. Additional potty breaks are available for \$5.00 each. The guest services menu offers additional exercise activities.

BEDDING/BELONGINGS

We provide clean and comfortable bedding for your pet. To maintain a sanitary and controlled environment, outside toys and bedding are permitted ONLY if they are new with purchased tag attached. A disposable T-shirt with your scent is permitted to help reduce separation anxiety.

DAY CAMP REQUIREMENTS

Day Camp is for social dogs to play and have fun. It is not a place for aggressive dogs to learn to be social. Since safety is our primary goal, Day Camp may not be for every dog. For insurance/safety precautions, some breeds cannot be accepted into Day Camp. To be accepted into Day Camp, each dog must complete an evaluation. In order to have an evaluation each dog must:

- Complete Day Camp Application acknowledging risk factors
- Be at least 12 weeks of age and have completed first two series of vaccinations*, including bordetella vaccine
- Meet published vaccination standards
- Be spayed or neutered (except puppies under 6 months)
- Pass Day Camp evaluation

WEBCAMS

WEBCAMS are a free, addition service. On occasion, due to bandwidth and circumstances beyond our control, minor interruptions may occur to this service. Compensation for these interruptions is not available.

TOUR TIMES

We offer the following days and times to visit our pet care campus. No reservations are required for a tour, just arrive 5 minutes before the start time and sign in. For safety reasons, pets are not permitted, but you can tell your pet all about it.

TOUR TIMES
Tuesday 6pm &
Sunday 12pm

The Barkley® Pet Hotel & Day Spa

31166 Via Colinas | Westlake Village, CA 91362 | 818-889-BARK (2275) | Barkleycontact@vca.com | www.westlakepet.com