

Thank you for scheduling your pet for their resort stay at VCA Yorba Regional Animal Hospital

- Charges are incurred per calendar day/per pet & include the day of drop off & pick up regardless of time of drop off/pick up. **We are available for guest drop off and pick up M-F: 8am to 8pm and Sat/Sun 8am to 6pm.** Please allow 15-20 minutes for your resort check in. During holiday weekends & summer we often have numerous check-ins, please be prepared for a little extra time, and plan accordingly.
- Pet's with certain medical conditions, but not limited to: seizures, recent surgery, supportive walks, manual bladder expression, diabetes, & partially vaccinated pets may need to be placed into special needs boarding (\$64/calendar day). If you think your pet may have this need, please contact our office. We reserve the right to adjust your reservation and pet's location as medically needed for the safety of your pet.
- We encourage our pet parents to pre-bag their pet's regular food into individual feedings. When your pet's food is pre-bagged, we would love to provide them with a treat from our resort staff! You can choose one of the following: Energizing morning snack, Snack Kong, or Turn down service. For your convenience, we can offer at no additional cost, Science Diet Maintenance-Dry to our resort guests. Please kindly leave feeding bowls at home, we will provide our own.
- Medications & supplements need to be brought in the original bottle it was dispensed in with the drug label on it. We cannot accept hand written labels or medication/supplements in baggies. Medication & oral supplements can be given during your pet's stay for an additional cost per dose, per medication/supplement.
- A "Pampered Pet" bath can be provided for an additional charge at the end of your pet's stay. This is a basic wash & dry only includes very light brushing, for this reason if your pet has a tendency to become matted or is matted at check in, we may not be able to bathe your pet and a full groom in our spa may be recommended.
- We do offer full grooming spa services; this is done at an additional cost to you. It is highly recommended to schedule your grooming appointment in advance. A full "Groom" includes: Bath, de-shedding, toe nails trimmed, ears cleaned, anal glands expressed and any shaving or hand scissoring requested.
- Should any vaccines be overdue, or if you are unable to show proof of vaccinations, your pet(s) will be given the appropriate vaccinations, exam with doctor (if not current, at our hospital, within the last year) and you will be charged accordingly. Please make sure you bring in proof of your pet's vaccines if you have not done so already. Please be aware that some hospitals do require a written release by the owner prior to providing vaccine history/medical records to other facilities; you may need to plan ahead. We require for Dogs: DHPP, Bordetella (within last 6 months), Influenza (**both** strains-H3N8 & H3N2), & Rabies. For Cats we require: FVRCP & Rabies. Please be aware all 1st time vaccines will need to be boosted. To best protect your pet's immune system against any virus' or infections, we recommend all pets be vaccinated at least 2 weeks prior to their resort stay.
- Please be aware that occasionally, the stress of being away from you and in a boarding environment, can make your pet more susceptible to upper respiratory infections, diarrhea, and self-trauma such as scratching or biting their skin. We take great care so that these problems won't occur, and we treat our guests promptly, if needed. However, please be aware and understand that these conditions can develop and that the hospital is not financially responsible for these inherent conditions, if they do occur.
- Your pet's scenery may change without notification. This may be due to incompatibility with neighboring pets, stress related behavior etc. Only our luxury suites have web camera coverage and due to situations with computers and internet, viewing of your pet cannot be guaranteed. We apologize for any inconvenience this may cause.
- We provide plenty of our own bedding for your pet to sleep on. Personal items such as blankets, beds, crates and/or carriers are discouraged due to sanitation, safety, and orderliness requirements. If you have questions about this, please discuss with the admitting staff member.
- VCA Yorba Regional Animal Hospital is not responsible for missing or damaged items left during our pet's boarding stay. Items may become soiled, have to be washed and become lost or may be destroyed by your pet. All items need to be marked with permanent marker to help with identification.
- Please notify us if there is any change in your pet's scheduled release date. If you do not notify us of a change in your pet's departure date, and either we do not hear from you or are unable to contact you or your unauthorized agent for a period of 14 days after your pet's scheduled release date, our hospital may consider your pet abandoned according to the animal abandonment laws of California (Sections 1834.5 and 1834.6 of the Civil Code.) Please be advised that the pet owner will be responsible for the fees accrued and any other fees or legal services incurred by the hospital as a result of abandonment.