



VACATION / DAYCARE POLICIES

Welcome to Virginia's premier pet resort and park, West Chester Pet Resort! We are so pleased that you have entrusted us with the care of your treasured pet. Our goal is to provide the finest care available. Our vacation, daycare and park policies exist for the protection, safety and comfort of our guests and staff.

We accept reservations on a first come first served basis. We recommend you book well in advance to ensure space is available. **During the peak vacation/holiday seasons A CREDIT CARD # IS REQUIRED TO SECURE ANY VACATION RESERVATIONS. We require a two-week cancellation notice. NO-SHOWS OR CANCELLATIONS MADE WITH LESS THAN TWO WEEKS - CANCELLATION NOTICE WILL BE CHARGED FOR ONE DAY OF BOARDING.** For clients that utilize other veterinary facilities besides Chester Animal Clinic or Courthouse Rd Animal Hospital you are responsible for ensuring we have your current vaccine history on file. Your veterinarian may fax them to us as they are updated at (804) 748-5851. Monthly boarding fees are required in advance. DISCOUNTED RATES FOR LONG-TERM BOARDING (3 consecutive weeks or more) ARE AVAILABLE ON A PREPAYMENT BASIS ONLY.

WE REQUIRE PROOF OF CURRENT VACCINES ADMINISTERED BY A VETERINARIAN. **Vaccines required for dogs are 1 and/or 3 year Rabies and DHPP-C (includes Distemper and Parvo), 1 year Leptospirosis and every six months Infectious Tracheobronchitis vaccine and a negative fecal exam. Annual vaccines required for indoor cats are a and/or 3 year Rabies, FVRCP, and a negative fecal exam as well as proof of a negative FELV/FIV test; any cat that goes outdoors MUST have an annual FELV/FIV test, FVRCP, FELV, negative fecal exam and 1 and/or 3 year Rabies vaccine.** If your dog or cat is not current on any of these vaccines, our staff will be happy to send them to our Veterinarians on site and have them vaccinated at an additional charge. By state law we are required to perform physical examinations on all pets requiring vaccines. If we administer vaccines you will be charged for an office visit (\$40.00) as well as the needed vaccinations/test.

When your pet stays with us we supply everything! Each pet has his/her own room and private patio. We have comfortable hammock beds so they don't sleep on the floor — unless they want to — and stainless steel bowls. If your pet has a favorite toy, you may bring up to two with you. They must be labeled with your pet's first and last name. Although we will do everything possible to keep up with your pet's belongings, we are **NOT RESPONSIBLE FOR ITEMS LEFT, LOST OR BROKEN.** Our food for our canine guests is Canine Prescription Purina Veterinary Diet EN dry for Easy Digestion and Feline Prescription Purina Veterinary Diet EN dry for cats. If your cat requires wet or canned food we are happy to supply that at an additional cost. Please let our staff know what type of food your pet prefers. If your pet is on a special diet, you may bring his/her own food. Please pre-measure food and put it in labeled Ziploc bags in order to avoid confusion. For example: "Fluffy" Smith 01-02-08 AM or "Buddy" Jones 8-13-08. Please do NOT bring a large bag of dog food for us to feed them from — food needs to be pre-measured in Ziploc bags. There is a \$3.00 per day charge to measure and bag pet's own food by our staff.

Please be sure to notify the Client or Guest Services upon arrival of any special needs your pet may have. If your pet is on medication, please make sure it is labeled with correct dosage and clear instructions. **Medications MUST come in the originating prescription bottle. We CANNOT accept medications mixed in one bottle, in with your pet's food or put into Ziploc bags. By law we must receive them in the prescription bottle they were prescribed in with the doctor's administering directions.** There is a \$4.25 per day charge for pets having medications administered while boarding; diabetic pets require additional attention, their medication fee is \$4.50 per day for administering. Pets with contagious illnesses, that require extensive medical treatment and/or intensive care are required to board at Chester Animal Clinic for premium medical observation.

You are charged for each night in the facility, beginning with the day of arrival. A boarding day consists of the time you drop off until check out at 12:00 noon the next day. Picking up after 12:00 noon will result in an additional day board charge of \$15.00. **OUR OFFICE HOURS FOR CHECK-IN AND CHECK-OUT ARE 7:00AM TO 7:00PM MONDAY THROUGH FRIDAY AND 8:00AM TO 5:00PM SATURDAY. FOR YOUR CONVENIENCE, WE OFFER LATE CHECK-OUT ONLY ON SUNDAYS FROM 2:00PM TO 5:00PM FOR AN ADDITIONAL ONE-DAY CHARGE OF \$15.00. If you'd prefer we do have Sunday early morning pick-up from 10AM—12PM but only for those guests who have pre-paid for their vacations. OUR OFFICES ARE CLOSED ON ALL MAJOR HOLIDAYS: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day as well as Easter Sunday, Mother's and Father's Day. Check-in and Check-out services will NOT be available on those days. PAYMENT IN FULL IS REQUIRED AT THE TIME OF CHECK-OUT— WE ACCEPT CASH, LOCAL CHECKS (AFTER 5 STAYS) as well as VISA AND MASTERCARD CREDIT AND DEBIT CARDS. WE DO NOT BILL OR ACCEPT PAYMENT PLANS.**

WEST CHESTER PET RESORT PARK MEMBERS MAY NOT USE THEIR MEMBERSHIP CARD TO ACCESS VACATIONING GUESTS. Doing so is considered a violation of your park membership and will result in immediate termination of your membership, without reimbursement. The security of our guests is our number one concern. Access to vacationing/daycare guests must be made only through our Client Services staff during office hours.

ONLY FRIENDLY, NON-AGGRESSIVE NEUTERED AND SPAYED GUESTS MAY PARTICIPATE IN THE PLAY GROUP SESSIONS OR PARK. If we have a guest who initially passes the temperament test but then fails to act accordingly once placed in a play group or in the park we do reserve the right to revoke their passed status as well as park membership. We will first attempt to introduce this guest to another play group, but should they be aggressive or overly assertive we will revoke their group play status. Likewise, if we have a park member who's passed the initial temperament test and once in the park attacks, injures, is aggressive or dangerous in any manner we will revoke the Park Membership status and credit the client's account for the unused portion of that Membership.

We initially established that our daycare would be blocked during heavy boarding seasons, as we have not had full capacity to date we have not had to initiate the daycare block. **Please note as our boarding increases the likelihood of our daycare block being put into place during peak boarding seasons may happen. Your daycare packages are still valid but restricted during the week prior to and following a recognized holiday, i.e. Christmas Day, New Year's Day, Independence Day, Memorial Day, Labor Day, and Thanksgiving Day.**

Reasonable precaution will be used against illness, injury, escape, or death of each guest. The staff and/or facility will **not** be held liable for problems that develop provided reasonable care and precautions are followed. Upon check in, you will be asked to give a phone number where we may reach you in the event of an emergency. If you are unavailable and your pet requires immediate or emergency medical attention, they will be treated by our Veterinary staff. **YOU WILL BE RESPONSIBLE FOR ANY FEES FOR TREATMENT OR MEDICATION(S) DEEMED NECESSARY BY OUR STAFF OF VETERINARIANS.**

Again, we thank you for the privilege of caring for your special pet. We welcome all suggestions in our quest to remain the best facility in the state of Virginia and beyond. We are here to serve you and your pet and will do our best to make this a wonderful experience for both of you.

I acknowledge that I have read, understand and agree to the above Vacation/Daycare Policies and that a copy has been provided to me.

Client's Signature

Client's Printed Name

Date