



Vacation/Daycare Policies

★ WE REQUIRE PROOF OF CURRENT VACCINES ADMINISTERED BY A VETERINARIAN ONLY ★

Vaccines required for dogs are: 1 and/or 3 year Rabies, 1 and/or 3 year DHPP-C (includes Distemper and Parvo), 1 year Canine Influenza Vaccines (H3N2 and H3N8), every six months Infectious Tracheobronchitis vaccine, a *negative* fecal exam, and a negative heartworm test annually

Vaccines required for INDOOR cats are: 1 and/or 3 year Rabies, 1 year FVRCP-C, and a *negative* fecal exam as well as proof of a *negative* FELV/FIV test once in their lifetime

Vaccines required for INDOOR/OUTDOOR cats are: 1 and/or 3 year Rabies, 1 year FVRCP-C, 1 year Feline Leukemia Vaccine, an annual FELV/FIV test, and every six months a *negative* fecal exam

★ ALL PETS ARE REQUIRED TO BE ON A VETERINARY-APPROVED PRESCRIPTION HEARTWORM, FLEA @ TICK PREVENTATIVE ★

Welcome to Virginia's premier pet resort, **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 boarding and daycare exist for the protection, safety and comfort of our guests and staff.

We accept reservations on a first come first serve basis. We recommend you book well in advance to ensure space is available. **During the peak vacation/holiday seasons A DEPOSIT OF TWO NIGHTS STAY IS REQUIRED TO SECURE ANY VACATION RESERVATIONS. In addition, we require a two-week cancellation notice. NO-SHOWS OR CANCELLATIONS MADE WITH LESS THAN TWO WEEKS WILL FORFEIT THEIR DEPOSIT.** Upon check-out the deposits will be applied against the final bill. For clients that utilize other veterinary facilities besides Chester Animal Clinic **you are responsible for ensuring we have your current vaccine history on file.** Your veterinarian may send your updated records via fax to (804)748-5851 or email to play@westchesterpetresort.com.

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 can only vaccinate pets healthy enough to receive a vaccine. To determine if they are healthy we require a physical exam performed by our Veterinarian to ensure we are only vaccinating healthy pets. If we administer vaccines you will be charged for an Exam as well as the required vaccination(s)/test(s) — it will not matter when your pet was last seen by your Veterinarian, we are establishing a doctor-client-patient relationship and we are working your pet into our already busy Hospital schedule. If your pet only requires a fecal analysis or heartworm test to determine if intestinal parasites or heartworms are present then an exam is not necessary **UNLESS** your pet's fecal analysis or heartworm test comes back positive and we have to prescribe medication or create a treatment plan for you to begin treatment. Treatment (for positive fecal results) will be required to begin during boarding as our policy is that all pets **MUST** have a negative fecal. Please note this is not only important for our facility but that some of these intestinal parasites we test for can be transmitted from pets to their owners.

Diabetic pets are required to have an exam by one of our Veterinarians prior to their boarding reservation. Owner will be responsible for requesting medical records to be sent to Chester Animal Clinic prior to their appointment for the doctor to review.

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 extended stay fee. **OUR OFFICE HOURS FOR CHECK-IN AND CHECK-OUT ARE 7:00AM TO 7:00PM MONDAY THROUGH FRIDAY, 8:00AM TO 5:00PM SATURDAY and 10:00AM TO 5:00PM SUNDAY.** If your pet is due for medical services or needs to be medicated while boarding they **MUST** be checked in by 1:00PM Monday-Saturday; pets checked in after 1:00pm will be charged a Work-In fee (\$70.00) for medical services requiring a Veterinarian. **If your pet checks in AFTER the 1pm deadline and requires medication while boarding there will be a late medication check-in fee added to your final boarding bill.** Pets overdue for medical services cannot check-in for a 1-night stay on Sunday. **OUR OFFICES ARE CLOSED ON ALL MAJOR HOLIDAYS:** New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, 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, CHECKS, VISA AND MASTERCARD CREDIT/DEBIT CARDS.** Please note when you provide a check as payment you are authorizing us to either use information from your check to make a one time electronic funds transfer or to process as a check transaction. Returned check fee of \$35.00 will be debited from your account in the event your electronic transfer is returned from your financial institution. **WE DO NOT BILL, OFFER PAYMENT PLANS, CareCredit OR ScratchPay for PAYMENT of Daycare, Boarding or Training Services.**

ONLY FRIENDLY, MUTUALLY PLAYFUL, NON-AGGRESSIVE NEUTERED AND SPAYED GUESTS MAY PARTICIPATE IN THE PLAY GROUP SESSIONS. If we have a guest who initially passes the temperament test but then fails to act accordingly once placed in a play group we reserve the right to revoke their passed status. 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. **Please note, if your pet hasn't stayed with us in over 30 days we also require another temperament test be done before putting them in a play group.**

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 provided an estimate for medical/boarding/daycare services and asked to leave an emergency contact number (textable, if possible) where we may reach you in the event your pet needs medical attention. 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.**

Revised: 12/2019

Please initial next to each paragraph to acknowledge you have read and understand each policy.

When your pet stays with us we supply everything! Each pet has his/her own room and (some a) 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 2 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, DESTROYED OR BROKEN. PLEASE LEAVE YOUR BLANKETS, FAVORITE BEDDING, personalized items (expensive bedding, leashes, collars and bowls) AT HOME as pets behave differently in our environment than they do at home, we would hate for anything to happen to any sentimental or valuable items that were damaged, broken or lost. We will not reimburse for items that are lost, destroyed or broken. For safety purposes, partial and chain collars are not accepted.

The 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 dog or 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 to ensure we have enough food for their stay and to avoid any confusion on how much they are to be fed. For example: "Fluffy" Smith 01-02-16 AM or "Buddy" Jones 8-13-16. Please do NOT bring a large bag of dog food OR one large container filled with their 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 or pre-existing medical and/or behavioral conditions your pet may have. We cannot properly monitor or care for your pet if we are not aware of all these conditions. If they are not a patient of Chester Animal Clinic we do require that you provide West Chester Pet Resort with a comprehensive medical history from your veterinarian so in case we have a medical emergency we will have the information necessary to properly treat your pet. If your pet is on medication, (prescription or over-the-counter) please make sure it is labeled with correct dosage and clear instructions. Medications MUST come in the originating prescription bottle. We CANNOT accept multiple 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 \$5.00 per day medication charge for diabetic pets. Pets that require extensive medical treatment and/or intensive care are required to board at Chester Animal Clinic for premium medical observation.

If you have a diabetic pet they MUST be seen by one of our Veterinarians prior to their boarding reservation. We want to ensure they are healthy enough to board, their insulin is properly being regulated and so we have a full understanding of the care they will require while boarding. Owner will need to have complete medical records forwarded to Chester Animal Clinic prior to their appointment so the doctors will have time to review the pet's history.

Our Doctors at Chester Animal Clinic would be happy to see your pet for a courtesy exam should your pet develop any medical problems within 48-72 hours of departure. Since we offer a courtesy exam for our guests, if you opt to take your pet to another veterinary hospital or clinic, West Chester Pet Resort will not be responsible for the expense of the medical treatment provided by another facility. Our office hours for Chester Animal Clinic are Monday - Friday 8:00am - 6:00pm and Saturday 8:00am - 5:00pm.

Temperament tests will only be done after pets are comfortable with our staff, since each pet's demeanor is different it can be difficult to determine when a pet will be ready to be tested. As we don't want to sabotage their test, it can take several days sometimes for them to acclimate to our environment. Their evaluation starts from the moment they walk into the Resort to how they respond in their Suite in addition their response to other dogs in the Park. We, also, reserve the right to re-temperament test pets that have not been in for boarding and/or daycare services within 30 days. We cannot guarantee a Temperament Test can be performed during heavy boarding seasons/holidays or if your pet is here for a brief weekend stay.

I understand that although my dog has been vaccinated for infectious tracheobronchitis they are not immune to this illness. The more exposure my dog has to other dogs the more risk there is in them contracting "kennel cough". I have also been explained that my dog can be exposed to this illness in my own backyard, neighborhood, at pet-friendly malls and stores as well as public parks. I further understand that West Chester Pet Resort will take every precaution necessary to prevent a sick pet from participating in daycare and/or boarding services but understand that dogs can be contagious without any visible, clinical signs and therefore West Chester Pet Resort cannot guarantee that my pet will not be exposed/contract infectious tracheobronchitis. If they should begin hacking, coughing, and/or gagging within 7 -10 days of daycare and/or boarding services I will bring my dog to Chester Animal Clinic for a complimentary physical exam. I realize I will be financially responsible for any medication needed for my pet, should any be necessary. Recheck appointments or further medications for treatment will be at the owner's expense. In addition, if your pet is diagnosed with an upper respiratory virus any daycare, boarding reservations or training appointments will be cancelled until 30 days after treatment and your pet has been cleared by one of our Veterinarians.

As a courtesy to our guests, we ask that if your pet has been vomiting, hacking, coughing, sneezing, lethargic, experiencing diarrhea or are just not themselves you keep them at home. We want to minimize our guests exposure to sick pets. We want to ensure we are caring for healthy pets and not spread any potential infections or illnesses, if they are sick they need to be seen by their doctor and kept in the comfort of their own home.

Only pets from the same household family may board together. If they live in two households, have different owners, and/or we receive vaccine/medical services history from veterinarians listing different owners than they will board separately.

If you are entrusting someone to check your pet in for boarding/daycare/training services and they authorize any services you will be held financially responsible for any services they approve as they are acting as an agent on your behalf. We would be happy to email estimates to you in advance, please ask if you are interested in receiving an estimate to prevent any misunderstandings.

Suites are reserved on a first come first serve basis and are at the discretion of Management. Should your pet be at risk for escape or overly aggressive we reserve the right to change the suite and/or boarding package accordingly.

As we have made every effort to outline our policies and provide them to you in a reasonable time to read them, we expect that you will, by the time of check-in, have read them, understand them and able to follow what we need to provide your pet(s) with superior care.

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.

[Signature line]

Client's Signature

[Printed Name line]

Client's Printed Name

[Date line]

Date

Revised: 12/2019