



2022 Boarding and Daycare Policies

Welcome to West Chester Pet Resort, Virginia's premier 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. Please read the below policies in detail and initial the boxes by each section to verify that you have read and understand the included information.

RESERVATION INFORMATION AND REQUIREMENTS:

We require a two-night deposit to secure all boarding reservations. This deposit is due at the time your reservation is made. Deposits will be applied to your final bill when you check your pet out from boarding. Deposit cancellation policies are as follows:

- *Cancelled less than 1 week prior to check-in date:* 50% forfeited, 50% eligible for use on future WCPR or CAC services
- *Cancelled less than 48 hrs prior to check-date:* Deposit will be completely forfeited and ineligible for use on future WCPR or CAC services.
- *HOLIDAY reservations must be cancelled 2 or more weeks in advance or the deposit will be forfeited in its entirety.*

Reservations cancelled more than 1 week in advance (or 2 weeks for holidays) will be eligible for a complete refund.

We require proof of your pet's current medical records and vaccinations PRIOR to scheduling a reservation or securing a deposit. Please see "Vaccination and Health Policy" for more information on these required services.

Reservations are accepted on a first come, first serve basis. We recommend you book your stay well in advance to ensure that we have space available for your pet. **Please note:** Your pet's space is not confirmed until your deposit is received. We require reservations for both boarding AND daycare.

Work-in Reservations: To ensure adequate staffing to care for your pets, we ask that reservations are made as far in advance as possible. Same-day and Walk-in reservations will be subject to a work-in fee provided that space is still available. This fee is \$10 for daycare and \$25 for boarding. These fees are per pet.

We reserve the right to deny any last-minute reservations due to resort availability, staffing constraints, or lack of updated medical history. We also reserve the right to turn away any pets that are showing symptoms of illness, regardless of reservation and deposit status.

Hours of Operation: Our hours for check-in/check-out are as follows:
Monday-Friday: 7:00am-6:30pm; Saturday: 8:00am-4:30pm; Sunday: 10:00am-4:30pm.

Our offices are also closed on the following holidays: New Year's Day, EASTER SUNDAY, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. There will be NO DAYCARE the day before or after any of these holidays. Additionally, please see our website and Facebook page for the most up-to-date daycare block information and hours of operation.

****Please Note that hours of operation are subject to change at any time for any reason. We will do our best to notify all SCHEDULED guests of these changes at least 48 hrs in advance should it affect their reservation.**

Late Pick-up/No-Show: There will be a late check out fee of \$20 applied for every 30-minute window in which you are late checking your pet out from daycare OR boarding. This starts immediately after our latest check out time and applies for daycare AND boarding.

Should you fail to pick up your pet and do not communicate this information prior to close of business, there will be a **\$40 emergency boarding work-in fee** applied to your stay. This fee is in addition to the regular boarding rate and will be applied for each day in which we do not hear from you.

VACCINATION AND HEALTH POLICY:

In order to participate in boarding or daycare services, all pets must be current on all of West Chester Pet Resort's required medical services before staying at our resort. Reservations will NOT be made for pets until we have received proof of the following vaccinations and services.

If you received vaccinations or testing from a clinic other than Chester Animal Clinic, YOU are responsible for having your records sent via email (play@westchesterpetresort.com). We can no longer receive records via fax or text.

Records will not be accepted if they are missing any of the following information: your name, pet's name, clinic name, dates vaccines/tests were administered, vaccine/test due dates, medical test results.

We are unable to make any exceptions to our required vaccines or services unless a signed and dated letter is provided by your pet's veterinarian to medically exempt them from a specific requirement.

Pets who do not meet our medical service requirements will be denied admission to our resort until services are completed.

WE REQUIRE PROOF OF CURRENT VACCINES ADMINISTERED BY A VETERINARIAN ONLY
Vaccines required for dogs are as follows:
Required every 1 or 3 years: Rabies vaccine, and DHPP-C vaccine (includes Distemper and Parvo)
Required Annually: Canine Influenza vaccine (must include H3N2 AND H3N8), and a negative heartworm test
Required every 6 months: Infectious Tracheobronchitis vaccine (also known as bordetella vaccine), and a negative fecal exam
Vaccines required for cats are as follows:
Required Annually: Rabies vaccine, FVRCP-C vaccine, Feline Leukemia vaccine, *negative FELV/FIV test



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Required every **6 months**: negative fecal exam

*FELV/FIV test is only required **ONCE** in their lifetime for indoor **ONLY** cats

**ALL pets in our care are required to be on veterinary approved heartworm prevention and flea/tick prevention. **

Vaccines to be updated by Chester Animal Clinic: Our veterinary staff is able to update vaccines and services on a *first come, first serve* basis for boarding and daycare guests in our care. These appointment spaces are limited, and must be set up *prior to dropping off your pet*. Our veterinary staff will *only* update vaccinations that a pet has received before and that are **NOT** more than 6 months overdue. For first time services or vaccinations more than 6 months overdue, your pet must have them updated *prior* to staying at our facility. Fecal and heartworm tests may be updated during their stay regardless of whether or not a pet has had them before or how far overdue they are. Pets receiving updated services from Chester Animal Clinic must be dropped off *prior to 8:30 am* on the day of check-in and must be checking in Monday-Saturday as our clinic is closed on Sundays. Checking in later than 8:30am will result in a \$25 late fee. *This service is a courtesy and space cannot be guaranteed.*

Medical Exam Policy: In accordance with Virginia State Law, we can only vaccinate pets deemed healthy enough to receive vaccination. If we are administering a vaccine to your pet, you will be charged for a wellness exam *in addition to* the cost of required vaccinations/testing. This cannot be waived unless your pet has seen one of *our doctors* within the past 60 days. If your pet only requires a fecal or heartworm test, an exam is not required *unless* the results are positive for parasites.

Fecal Test Policy: All pets in our care are required to have a *negative* fecal test every 6 months. Should your pet test positive while in our care, we are required to *begin treatment* for parasites during their stay for the safety of our other guests and staff. You will be responsible for the cost of an exam and medication should this be the case. If your pet has tested positive elsewhere, we will require proof that they are receiving treatment and are no longer contagious prior to accepting them for boarding.

Diabetic Pets: Diabetic pets must be cleared to board by one of our veterinarians *prior* to checking in for their boarding stay. We want to ensure that they are healthy enough to board and that their insulin is being properly regulated. It will be your responsibility to have your pet's medical history sent to us so that Chester Animal Clinic may review it. We reserve the right to deny boarding to diabetic pets if our medical team determines it is not in their best interest to stay in our resort.

Kennel Cough Disclaimer: Although your dog has been vaccinated for infectious tracheobronchitis, they are not immune to this illness. The more exposure a dog has to other dogs, the higher the risk for contracting "kennel cough". Pets can also be exposed to this illness in your backyard, neighborhood, at pet-friendly stores, as well as public parks. West Chester Pet Resort will take every precaution necessary to prevent a sick pet from participating in daycare and/or boarding services, but dogs can be contagious without any visible, clinical signs. Therefore, West Chester Pet Resort cannot guarantee that your pet will not be exposed to/contract infectious tracheobronchitis. If they should begin showing symptoms within 7 -10 days of visiting our resort, you may bring them to Chester Animal Clinic for a complimentary physical exam. You will be financially responsible for any medication or diagnostics deemed necessary. Recheck appointments 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 at Chester Animal Clinic. **West Chester Pet Resort will not cover any medical costs or exam fees should you choose to have your pet seen elsewhere.**

Courtesy Examinations: While we take every precaution to avoid illness or injury to our guests, accidents do happen! Should your pet develop any medical issues due to our boarding environment, our doctors at Chester Animal Clinic would be happy to see them for a courtesy exam. This courtesy examination *only* covers medical issues caused by or due to our boarding environment. It does not cover pre-existing illnesses or conditions that may flare up while your pet is in our care. **West Chester Pet Resort will not be responsible for the expense of medical treatment or examination should you choose to have your pet seen elsewhere.**

This cost *only* covers the examination (our doctor looking over your pet). It does not cover the cost of further diagnostics or medications that may be needed. If it is an emergency that requires *immediate* attention, your pet will be treated immediately and you will be responsible for all associated charges. For all other incidents, our veterinary staff will contact you first for approval before providing treatment.

We are a healthy pet facility. If your pet has been hacking, coughing, sneezing, vomiting, or showing *any other signs of illness*, we ask that you keep them at home for their safety and the safety of other guests in our care. If we notice these symptoms from your pet, *we reserve the right to have them examined or sent home*. If your pet is feeling ill, please keep them home and have them seen by their veterinarian.

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 incidents that occur provided that reasonable care and precautions were followed. As a reminder, we do not have overnight staff monitoring pets.

MEDICATION POLICY:

If your pet requires medication to be given during their stay at our resort, they must be checked in prior to 10:30 am on the day of check-in. This allows our staff time to properly inventory their medication. Checking in later than 10:30am will result in a \$25 late fee.

All medications must come in their original, labeled packaging. We cannot accept medications in a pet's food or in any secondary packaging (ziploc bags, tupperware, etc). If you do not bring your pet's medication in the proper packaging, we *will not* be able to administer it while they are in our care. *Over the counter supplements and vitamins must follow these same rules and regulations. Please medicate your pet prior to arrival if possible to ensure medication administration is not delayed by the check-in process.*



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Additional Medication Charges: If your pet requires any type of medication or supplementation while in our care, there is a **\$3.00 per day** medication charge for administering these medications. If your pet requires any type of injection such as (insulin, allergy shots, etc.), there will be a **\$5.00 per day** medication charge to safely provide this service.

PAYMENT POLICY:

Boarding is charged by the *night*, beginning with the day of arrival. Picking your pet up after **12:00pm (Noon)** will result in an extended stay fee. Payment is due at the time of pick-up *or* before. We **DO NOT** bill, offer payment plans, OR accept CareCredit for the payment of daycare, boarding, or training services.

Accepted Payment Types: We accept most major credit/debit cards, cash, and check as form of payment. Please note that by providing a check as payment, you are allowing us to use information from your check to make a one-time electronic funds transfer or process as a check transaction. **There will be a \$35.00 returned check fee for all checks that do not clear your financial institution.**

Estimates: Upon check-in, you will be provided with an estimate for your boarding/daycare/medical services. These estimates are an *estimation* of costs at this time. You will be asked to leave an emergency contact number. If your emergency contact is not *you*, you are authorizing the other party to make any medical or financial decisions in regard to your pet. *You will be responsible for all charges your emergency contact approves.* You will also be responsible for all charges agreed to within the estimate at check-in. For this reason, we ask that you **ONLY** send someone else to check in your pet if you authorize them to make financial decisions for your pet's stay.

Daycare Packages: Please note that our daycare packages do have an expiration date. These expiration dates vary by the number of days purchased and will be printed on your invoice at check out. Daycare days left unused after this expiration date will be forfeited. Please see our team for more information.

PLAYTIME POLICY:

While our staff enjoys having as many pets in group play as possible, please understand that playstyle evaluations are not **guaranteed** during your pet's stay with us. We **DO NOT** offer evaluations over holidays, one-night stays, or to guests who are not spayed/neutered past 6 months of age.

There is no timeline in which a playstyle evaluation will occur or be completed. We take the evaluation based on *each individual pet's comfort level*. We will place all pets in the playstyle that *best suits them*. These decisions are based on your pet's safety and the safety of others. Please understand that not all pets are suited for group playtimes. **The staff at West Chester Pet Resort reserves the right to remove dogs from group play at any time.**

Personal Play: Guests that are not eligible for group play will be offered personal playtimes. Personal playtimes consist of the *same amount* of playtime as our group guests receive. These playtimes will be a staff member interacting one-on-one with your pet but *will not* include other dogs unless they are from the same household. Pets that are showing reactivity/aggression towards our staff will be placed on *rest and relaxation* with no playtimes for our staff's safety.

ACCOMODATIONS:

When your pet stays with us, we supply *everything!* Each pet has their own room. Downstairs rooms include a private patio. We provide cot-style beds and stainless-steel bowls. We also have slow-feeder bowls and lifters we can provide should your pet require one. **We will not accept your pet's bowls from home as they are highly likely to be misplaced among our own.**

Items from Home: We will only accept *up to 2 toys per pet* to ensure they are not misplaced. Feel free to bring your dog's bed or blanket from home for them to enjoy during their stay. Please label toys, beds and blankets with your pet's first and last name.

We do not accept the following toys/chews for safety reasons: real animal bones, antlers, or rawhide. Our staff reserves the right to remove a toy from your pet's room if we believe it to become a safety hazard during their stay.

Please note that WCPR is not responsible for and will not reimburse any items that may become lost, broken, or destroyed during your pet's stay.

Feeding Policy: If you are bringing your pet's food from home, it must be *pre-bagged* per feeding and *labeled* with your dog's **FIRST and LAST** name. This ensures that everyone is receiving the correct food and nothing is getting mixed up. Failure to comply with these instructions will result in a **\$3.00 per FEEDING** charge for our staff to bag and label your pet's food. **We will not accept large bags of food or containers full of food.** We are unable to store these items during your pet's stay.

If your pet will be eating our resort diet while in our care, you will be responsible for letting us know how much they eat and how often. We offer *Purina Veterinary Diet EN* for both dogs and cats. We offer the dry blend of these foods as a complimentary add on to your stay. If you would prefer your pet to eat the canned versions, you will be charged for each can that your pet consumes while in our care. Please ask our staff for more information.

Sharing a Suite: Pets may only share a suite during their stay if they are from the same household. If they live in two separate households, they will be boarded separately – even if they know each other.

Additionally, our staff reserves the right to separate pets *at any time*. We will always act in your pets' best interest. If we believe it is safest for them to be in separate rooms, we will make that change and you will be responsible for any associated fees.

Leashes and Collars: All pets are required to arrive and depart on a leash. We do not allow shock, choke, or prong collars in our resort and strongly discourage the use of retractable leashes. Please ask our staff members or trainer for suitable replacements.

As we have made every effort to outline our policies and provide them to you in a reasonable time, we expect that you will read and understand them prior to checking in your pet. We require these policies to be met to ensure we are providing your pets with superior care.



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We thank you for the privilege of caring for your pets! 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 pets and we will do everything in our power to make this a wonderful experience for both of you!

***Please note that our policies are subject to change at any time. We will make every effort to notify you in the event that this occurs.**

By signing below, you are stating that you have read, understand, and agree to the terms and conditions explained in this document.

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Signature

Printed Name

Date