

ANIMAL CENTRAL

PET RESORT INFORMATION

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Welcome to Animal Central. We want your pet's stay at our Resort to be as much of a home away from home as we can make it!

We provide this fact sheet which covers common concerns and questions usually asked by our clients as we do not want you to worry about your pet while you are away. Please feel free to call and speak with any of our friendly Client Assistants for any unanswered questions you may have.

DROP-OFF AND PICK-UP

Please allow at least 20 minutes for check-in and check-out procedures. We want the time necessary for us to get all the important particulars about your loved one such as medications and other needs. We also ask that you drop off or pick-up thirty minutes prior to closing. Our regular business hours are:

Monday – Friday

7:00am – 6:00pm

Saturday

8:00am – 5:00pm

Sunday

5:00pm *sharp* for pick up only (we will not be available at other times). NO DROP OFFS. All boarding fees must be pre-paid if picking up on Sunday. Arrangements must be made in advance.

Our busiest times are mornings and evenings. If you are in a hurry or need faster service please try to avoid 7:00-8:30 a.m. and 5:30-6:00 p.m. We are also providing our forms so you may fill them out in advance for your convenience. For your pet's safety please be aware that our policy is that the owner who signed the pet in is the only one that can pick up the pet unless you authorize another to do so. Please provide us with their name and telephone contact number.

CHECK-IN:

We will:

- Weigh your pet.
- Have a nurse go over your pet's medications with you.
- Record your personal belongings (please take your leash with you and bring back at pick up. We do not allow choke collars).
- Ask about any special needs your pet may have.
- Check the status of your pet's vaccinations for currency.
- Ask what type of accommodations you'd like and any extra services you'd care to have done while here; for example grooming or wellness check ups etc.

*** FOR FIRST TIME CLIENTS ONLY*:** all Resort and service related fees must be **PRE-PAID**
Hard copies of your pet's **vaccination history** from *Your Vet* can be mailed in advance, faxed or hand delivered to us.

Initial _____

Required vaccinations for Dogs include: Rabies (one year and three year vaccine acceptable), Distemper combination including tracheobronchitis (one year and three year vaccine acceptable), Bordetella (one year injectable or six month intranasal dosing), Giardia (intestinal parasite) and Canine Influenza (this new disease is similar to tracheobronchitis “kennel cough” and may produce a snotty nose with pneumonia).

Required vaccinations for Cats include: Rabies and Feline Distemper.

For the best health and safety of your loved one(s) and the rest of our pet family **VACCINATIONS MUST BE GIVEN IF NOT CURRENT.**

1. Please be prepared with current medications and any medical concerns and allergies. **ALL MEDICATIONS MUST BE IN THE ORIGINAL PRESCRIPTION** bottle with drug label including: pet’s name-date-owner’s name-doctor-drug-dosage. We will follow the directions on the drug label. We charge **\$3.00/day flat fee** per pet for all the medications they may have.
2. Because we are a full service veterinary clinic, it is not a problem for us to accept the very young pet or the very old pet. Very young puppies can get caught up in the bars and are too young to be fully protected by vaccinations. We provide special lodging for their special needs in order to safeguard these **situations at no additional charge.**
3. If your pet has epilepsy, diabetes, a heart condition or is 8 yrs. of age or older, please schedule a **“Nurse’s Appointment”** at your convenience some time before boarding. This is a **free consultation** for you and your loved one. We want to talk with you one on one and do an assessment to make sure we have the best plan of care possible.
4. Animals that are afraid of thunder and fireworks pose a special concern. Please discuss in detail your pet’s past behaviors on the Boarding Behavior Questionnaire form to insure their safety. If we know in advance, we can provide them with a pen that has a roof.
5. One emergency number where you or another authorized party can be reached is required for our records. **DURING HOLIDAYS** it is necessary to have **TWO CONTACTS.**
6. Daily diet: type of food, quantity and feeding times. Our Resort animals are fed Purina EN for Sensitive Stomachs at no additional cost if you prefer. Special diets can be fed if provided by the clients. Please note: It is a state law that food be in a **hard sided, air tight, covered container which is clearly marked with the pet’s name.**
7. We welcome **all breeds** for boarding but we **do not accept** dogs with histories of biting people.

CHECK-OUT

If you pick up by 10 a.m. Monday through Saturday you will not be charged for that day of your pet’s stay. If you pick up after 10 a.m. you will be charged for another day of lodging. We inventory all of your pet’s belongings at the time of check in but please double check to make sure you have all of your pet’s belongings before you leave. **WE ARE CLOSED ALL MAJOR HOLIDAYS.**

RESORT FEES:

VIP Boarding, Canine	\$45 <i>per day</i> , \$34.50 additional canine, includes three 20 min. playtimes.
Economy Boarding, Canine	\$27.50 <i>per day</i> , \$18.80 additional canine, includes one 20 min. playtime. Additional playtimes; \$6.40 / 20 minutes (up to 3 playtimes a day).
Canine/Feline Day Lodging	\$16.70 <i>per day</i> .
Doggy Day Care	Want your pet to play with others while you're away? Add on DDC for only \$12.00 <i>per day</i> (<i>if not currently enrolled in DDC, schedule a complimentary DDC interview prior to or allow additional time the day of lodging.</i>)
Feline Boarding	\$17.20 <i>per day</i> , \$13.00 additional feline
Avian Boarding	SM-\$10.40 <i>per day</i> , MD-\$11.50, LRG-13.60, \$7.30 additional bird

Although it is rare; kennel damage by a pet may be charged in addition to regular fees.

WE DO NO ACCEPT RESPONSIBILTY for loss or damage of toys or personal belongings. Please help by labeling your items in advance. Please be aware that your pet may chew up the bedding material and other items that you leave for them. Although every effort is made to keep your pet clean, animals often do not stay as clean during lodging as they do at home since they're more confined. If you'd like to set up a grooming appointment before pick up, we'll be happy to coordinate that too!

WE ENCOURAGE YOUR CONSTRUCTIVE FEEDBACK! YOUR INPUT IS ESSENTIAL TO IMPROVING OUR SERVICE TO YOU.

Signature _____ Date _____

Print Name _____

CA_____ Copy given to client_____ Owner Declined copy _____