

# Our Pet Resort

Our Pet Resort is veterinary supervised 7 days a week, and staffed by highly trained Animal Care Specialists to offer you peace of mind and assurance that if something happens while you are away, we know what to do. Each Specialist undergoes a 90 day comprehensive training program, as well as a 20 week "Low Stress Handling" class in order to provide the highest level of care for your pets. We pay particular attention to the individual needs, preferences, personalities and conditions of your pets, and care for your pets as we would our own.

## Complimentary Exam

A complimentary exam by a Veterinary Nurse is included with Pet Resort stays. Exams include an overview of your pet's ears, eyes, skin, mouth, nose, weight, coat, and body condition. Our Nurse will check heart rate, temperature, respirations, dental grade and pain level score. If anything of concern is found, it will be referred to one of our veterinarians for further review. Veterinarian services, beyond examining a specific concern found will be charged at usual rates and discussed with you in advance unless you instruct us otherwise.



## Baths and Complimentary Baths

Pets who stay with us more than 3 days will receive a cleansing bath before going home. For pets staying more than 7 days, a bath is complimentary before going home.



## Admission Policies

Please allow 15-20 minutes to admit your best friend to our Resort. Telling us when you plan to arrive will save you time checking in. Our Animal Care Specialist or Veterinary Nurse will assist you in completing necessary paperwork needed to follow all of your instructions and insure your pet's care and safety. We are happy to contact your previous veterinarian for medical records.

### Canine Requirements –

- Parasite Screen within 6 months
- DHP (distemper vaccine)
- Parvo Vaccine
- Bordetella Vaccine (6 mos)
- Rabies Vaccine
- Parasite Free

### Feline Requirements –

- Parasite Screen within 12 months
- FVRCP (Feline Distemper)
- Rabies Vaccine
- Parasite Free



## Going Home

Please plan 15-20 minutes for departure. Letting us know the time you will pick up your pet, will allow us to gather belongings, complete your pet's bath, and prepare a report card or discharge instructions more efficiently.

Check out time is 1pm. An additional charge for late check out will apply.

Weekend and holiday Pet Resort departures are available by special appointment from 5:30p-6:30p. Please ask us for more information.

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## Canine Resort Accommodations

### Bark Boulevard

- Four large and five extra large, climate controlled indoor runs.
- Soothing spa music all day long for a calm and peaceful environment.
- Continual view and interaction with daily resort staff.

### Wanna Walk

A suite of small, medium and double-wide enclosures for smaller dogs and dogs who prefer a more cozy setting.

In both locations, canine guests receive:

- Plenty of bathroom breaks in an enclosed exercise area with shade, trees, bushes, and fresh air.
- Royal Canin premium Gastro-Intestinal Low-Fat food to excite appetites and keep stomachs relaxed and happy
- Daily fresh linens and cushions appropriate to the activity level, age, and medical condition of your pet.

Both areas have pheromone diffusers installed to relax our guests and make them feel comforted as they would by their mother's scent.



## Feline Resort Accommodations

### Cat Alley

- A large, windowed, quiet feline only room with a view, containing individual medium and double-wide enclosures.
- Cat Alley is staged with pheromone diffusers to reduce travel stress or anxiety and make our feline guests feel at home.
- Individual enclosures are sprayed with pheromones 20 minutes prior to arrival for easy entry.
- Blankets and beds are spotless for extra comfort and only changed as needed since cats are comforted by their own scent and like things to stay the same.
- Toys are available for day and night time play.



## Exotic Resort & Mixed Families

### Discovery Lane

A suite of medium and large enclosures for dog and cat families who want to stay in the same area, or rabbits, ferrets, guinea pigs, gerbils, hamsters, chinchillas, sugar gliders or other small mammals.

Our doctors are well versed in the care of many small mammals. What better place to board your special friend than with a staff that enjoys caring for pocket pets.

#### We welcome:

- Rabbits
- Guinea pigs
- Ferrets
- Gerbils
- Hamsters
- Chinchillas
- Sugar gliders
- Other small mammals

Our clients with small mammals are encouraged to bring in their pet's own housings, bedding, food and food dishes.



## Optional Services

As an added feature of your pet's Resort experience, playtime sessions are available one or more times daily with one of our Animal Care Specialists. Our Specialist spends one-on-one time with your pet, doing things they enjoy such as walking, brushing, petting, cuddling or playing with their favorite toy. Other available services include:

- Resort photos of their stay and activities
- Vacation phone calls to you from your pet
- Extra brush-outs
- Teeth brushing for a pearly white smile
- Frosty Paws ice cream treat before bedtime
- Anal Gland Expression
- Lion Cut
- Sanitary Shave
- Nail Trim
- Acupuncture
- Dentistry
- DNA Testing
- Vaccines

