

# Adobe Veterinary Center

## Pet Resort Policies and Information

Check-In & Check-Out Hours:

Monday-Saturday - 8:00 a.m. to 4:30 p.m.

Sundays and Holidays – No Guest Pick-Ups or Drop-Offs

Please understand that Adobe Veterinary Center is not staffed 24 hours a day.

Adobe Pet Resort is operated like a human hotel. Because your pet's room is reserved, charges begin on the day of drop-off, regardless of the time of arrival. Check-out time is 11:00 a.m. If you pick-up your pet prior to 11:00 a.m., you will not be charged for that day. Pets picked up after 11:00 a.m. will be charged for the day of pick-up. All resort rooms and condos are reserved for pre-arranged dates. If for some reason your dates must be extended, we cannot promise your pet will remain in the same room or condo. If dates are extended during the holiday season, there will be an additional charge. A 25% deposit is required for all holidays and at the pet resort's discretion. If you have two or more pets staying together and aggressive behavior is exhibited between your pets, we will separate them and charge the additional room fee. We require a credit card number to be on file with us during your pet's stay. This doesn't mean you have to pay with the credit card at check-out. We will return or shred all information at the time of check-out.

### **Check-In and Check-Out**

Please allow at least 20 minutes for checking in your pet. We strongly recommend printing and filling out the following paperwork prior to arrival.

Pet Resort Contract – one per family. This form needs to be filled out annually and will be kept in your family file.

Pet Resort Admission Form – one per pet. This form must be filled out at each check-in.

### **Health Information**

Pets will be weighed at check-in and will be given a brief examination. We reserve the right to treat for external parasites and/or bathe our guests at the owner's expense if we deem it necessary. If your pet is not currently on a flea and tick preventative, we will apply Frontline at your expense on the day that you arrive. Any pet who is not current on vaccinations, or if we don't have current proof of vaccines the day of drop-off, will not be allowed to stay. We do not allow home vaccines. All vaccinations must be given by a licensed veterinarian. Bordetella vaccine must be administered within 6 months must be administered at least 72 hours prior to check in for the pet resort. We strongly recommend that all other vaccines be given at least 2 weeks prior to boarding since it takes time for immunity to develop.

### **Adobe Pet Resort Vaccine Requirements**

- Cats – RCP (feline distemper) and Rabies
- Dogs – Rabies, DAP, Bordetella
- Puppies - Must be over 12 weeks of age and have received their 2nd DAP vaccine and Bordetella

We are happy to accommodate guests who need medications. All medication must be provided by the owner in its original container with the prescribing veterinarian's label indicating the name of the guest, name of the medication, and its dosage and frequency. There are additional charges for medication administration.

Staying away from home can be a stressful experience for some animals, and pre-existing problems may worsen with stress. While your pet is with us, our resort staff will observe appetite, water intake, stools & urine output and attitude of our guests. Any changes or concerns are reported to a veterinarian.

Excessive barking is not normal and is a dog's way of expressing a need. Ignoring a dog's barking is considered inhumane. After giving extra attention or treats to help a pet sometimes our doctors will prescribe an anti-anxiety medication. Some animals respond so well to the first day of medication that they need no further anti-anxiety treatment for the rest of their stay. Having this option available is a major benefit of a veterinary supervised pet resort. In fact, it is only in a veterinary supervised resort that your pet can have its anxiety medically reduced in a safe and controlled environment.

### **Feeding and Belongings**

In an environment other than their home, some animals experience stress-related diarrhea. This generally resolves within a couple of days without medical treatment. To decrease the chance of intestinal upset, we recommend that you provide your pet's regular food during their stay. Please have meals packaged in individual plastic baggies for each feeding and labeled with pet's name, meal date, and a.m. or p.m. Please do not bring original food bags as we do not have space to accommodate them. If you prefer not to bring your own food, we can provide food for our dog and cat guests at no extra charge.

We have plenty of blankets, towels and toys for our guests' comfort and enjoyment. Please understand that while your pet may never soil or destroy things at home, in a new environment around other guests, they may feel the need to chew or mark bedding and toys. If you choose to bring items from home, they must be labeled with permanent ink. The resort staff of Adobe Veterinary Center does its absolute best in safe guarding our guests' belongings but cannot guarantee or replace items lost, soiled or destroyed.

For our guests' protection, any pets staying in an indoor/outdoor suite will be brought inside with the divider closed before the team leaves at night.

Our goal at Adobe Pet Resort is to have relaxed, safe, and happy pets.

Please call us or come by for a tour at any time.

Adobe Pet Resort  
(520) 749-PETS