

Animal Central
8308 Church Ranch Blvd
(303) 469-7387
(303)469-2288 (fax)
manager@animalcentral.net

RESORT INFORMATION

Welcome to Animal Central. We want your pets stay at our Resort to be a positive experience.

To help you better understand how our Resort operates, we provide this fact sheet which covers common concerns and questions usually asked by our clients. Please feel free to ask any questions not answered here, as we do not want you to worry about your pet while you are away.

DROP-OFF AND PICK-UP

Please allow at least 30 minutes for check-in and check-out procedures. We also ask that you drop off or pick-up **thirty minutes prior to closing**. Our regular business hours are:

| | |
|------------------------|--|
| Monday – Friday | 6:30am – 8:00pm |
| Saturday | 8:00am – 4:00pm |
| Sunday | Closed- 5:00pm pick up only must Prepay |

Early morning and late afternoon are our busiest times, therefore, if you are in a hurry or need faster service please try to arrive during the middle of the day. (New clients, allow yourself 30-45 minutes to get your pet checked into lodging).

CHECK-IN:

Please be prepared for and have the following:

*** FOR FIRST TIME CLIENTS, all Resort and service related fees must be PRE-PAID ***

Current vaccination records are required. **Hard copies of vaccination history can be mailed, faxed, emailed or hand delivered.**
(reception@animalcentral.net)

Dogs need- Distemper, Parvo, Bordetella (6 month intranasal or 1 year injection), rabies and influenza

Cats need – Feline Distemper (FVRCP) and Rabies. Official documentation from your veterinarian is needed.

VACCINATIONS WILL BE GIVEN IF NOT CURRENT

FOR PETS ON MEDICATION

1. Provide a list of any current medications, instructions for giving the medications, medical concerns, or requests. **ALL MEDICATIONS MUST BE IN THE ORIGINAL PRESCRIPTION BOTTLE WITH PROPER INSTRUCTIONS, INCLUDING:**

- pets name
- date
- owner's name
- doctor
- drug
- dosage

WE WILL MEDICATE AS THE DIRECTIONS ARE WRITTEN ON THE LABEL. Animals requiring medical treatment are charged an additional \$3.78 per day. We do not encourage lodging for very young puppies, very old animals or those with serious medical conditions as lodging stress can aggravate these conditions.

2. **ANIMAL CENTRAL WILL NOT ACCEPT ANY PET WHO IS AFRAID OF THUNDER OR FIREWORKS.**

3. One emergency number where you or another responsible party can be reached is required for our records. **DURING HOLIDAYS** it is necessary to have **TWO CONTACTS.**

5. Daily diet: type of food, quantity and feeding times. Our Resort animals are fed Purina for Sensitive Stomachs at no additional cost. Special diets can be fed if provided by the Clients in **hard sided, air tight, covered containers, clearly marked with the pets name and feeding instructions**

6. **Diabetic Pets** must be lodged in the hospital for \$45.00 per night, insulin can be given for \$6.26 per day. A diabetic pet waiver must be signed for any diabetic lodgers.

Note: Glucose checks and fructosamine levels can be added if you would like us to monitor your pets glucose levels while lodging.

7. **Seizure Pets** must be lodged in hospital (as stress levels can increase seizure activity) for \$45.50 per night, medication can be given for \$3.60 a day. A seizure pet waiver must be signed.

CHECK OUT

On **week days**, if you pick up before **10 a.m.**, you do not get charged for that day of lodging. On the **weekends**, if you pick up before **11 a.m.**, you do not get charged for that day of lodging. Any lodgers picked up after these times, will be charged another full day of lodging. Please bring your pets collar and leash at the time of pick up.

RESORT FEES:

VIP Boarding, Canine \$51.46 per night, includes three 20 minute playtimes. (\$39.78/ per additional pet staying in same kennel)

Economy Boarding, Canine \$31.83 per night, includes one 20 minute playtime (\$21.64/ per additional pet staying in same kennel)

Additional playtimes CAN be purchased for \$7.52 each

Doggy Daycare can also be added to lodging when it's available for \$13.80

Boarding, Feline \$19.16 per night. (\$15.17/ per additional pet staying in same kennel)

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

WE DO NO ACCEPT RESPONSIBILTY for loss or damage of toys or personal belongings. For this reason, we do not guarantee they will be returned. We will not accept ANY BEDS. We will supply a clean carpet pad in your pet's facility. Although every effort is made to keep your pet clean, animals often do not stay as clean during lodging as they do at home. If you would like to have your pet bathed on its last day with us, this, as well as any other grooming or veterinary service, can be scheduled with the staff during check-in. If groomed, there will be no charge for lodging that day.

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

Signature _____

Date _____