

Animal Clinic and Wellness Center

628 Penniman Road, Williamsburg, Virginia 23185

Phone: (757) 253-0812 Fax: (757) 253-0908

PROCEDURES & POLICIES: Our goal is to ensure that your pet's stay with us is as pleasant as possible for you and your pet. Our facilities are designed and our staff is fully trained to provide the quality of care that they deserve and you expect. To facilitate these efforts, we have adopted the following procedures and policies. By signing our Pet Resort Form, you are acknowledging that you have read and understand our procedures and policies.

PERSONAL ITEMS: Blankets, toys, etc. will be used as you request, but please understand that these items may become soiled or damaged during your pet's stay with us. **Although we make every effort to care for these items, we cannot be responsible for any loss or damage. Please mark all items clearly with your pet's name.**

MEDICAL CONDITIONS: We must be informed of any medical conditions your pet may have. We will administer medications to your pet at your request for a nominal fee. We will use your medications or provide a new prescription (at our normal cost) if needed. All medication must be in its original container with printed instructions.

PARASITE CONTROL: Some pets may require a bath for parasite control and sanitation reasons upon admittance at the owner's expense.

PROLONGED BOARDING: Animals left with us for more than 30 days past the pre-arranged departure date (unless we are otherwise notified) must be considered abandoned. We will make every effort to locate the owner before considering the animal abandoned. We reserve the right to handle abandoned animals in accordance with current local laws.

PICK-UP HOURS: ANIMALS ARE NOT DISCHARGED ON HOLIDAYS OR AFTER NORMAL OFFICE HOURS.

Animals receiving a Spa Bath the day of discharge must be picked up in the afternoon. Unless otherwise posted, the Animal Clinic and Wellness Center has business and medical staffing hours as follows:

Monday & Wednesday	7:30 AM to 8:00 PM	Tuesday, Thursday & Friday	7:30 AM to 6:00 PM
Saturday	8:00 AM to 1:00 PM	Sunday	2:30 PM to 3:00 PM

Sunday hours are with prior arrangements for pick-up and drop-off. Sunday discharges need to be pre-paid.

We do not have Sunday discharge on Holiday weekend.

We have staff on premises for our patients and boarders overnight.

NO SHOW POLICY: If client does not cancel or show for a reservation, a charge will be applied for the length of the reservation or two days (maximum charge) at the rate of the unit reserved.

EARLY PICK-UP: If you wish to pick your pet up prior to the scheduled pick-up date, you must call the hospital to inform us of this change. We do require 24 hours notice of all early pick-ups or you will be charged for the extent of the reservations or two days (maximum charge).

EXTENSION: If a client wished to extend a reservation once a pet is here, the regular charge for the unit will be applied, if we have boarding space available. If that unit is unavailable, and no other sizes are available, the pet must board in the hospital at the hospital rates.

LEASH / CARRIERS: All animals must be brought to the hospital on a leash or in a carrier. This is for the safety of the animal and our staff members.

AGGRESSIVE ANIMALS: If a dog is too aggressive towards our staff during their stay, they will not be permitted to leave their boarding run while here. An extra charge may be incurred if special handling is required when your pet stays with us.

UN-NEUTERED MALE CATS: All un-neutered male cats that stay with us must be boarded in our isolation room at an extra fee.

SICK ANIMALS: All animals that are sick while boarding with us may be required to stay in our hospital facility at an extra fee.

* If your pet is matted and requires a more extensive comb-out, that can be arranged for an additional fee.

** Group play is limited to 3 – 5 dogs per party, and is dependent on ability to schedule several dogs at a time, that play well together.