

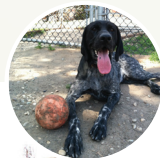
GENERAL INFORMATION

- Advanced reservations are required.
- A major credit card (Visa, Master Card, American Express, or Discover) is required to hold a reservation.
- Reservations may be made by calling Club Pet at (858) 756-4117 ext. 2 during business hours:
Monday – Friday: 7:15am – 6:00pm, Saturday: 7:15am – 3:00pm, Sunday: 10:15am – 5:00pm.
- All required health and vaccination information must be provided at least 3 days prior to the pet's boarding arrival date, either Daycare or Boarding.
- Allow at least 30 minutes for "check-in" to go over all necessary details for your pet's care. **First time boarders – please arrive no later than 4:00 pm (1:00 pm on Saturdays)** to ensure that your pets are properly settled in and cared for before we close for the evening.
- Be sure to reserve **Side-by-Side Suites** for pets that must be physically separated during feeding or at night. We are not able to physically separate pets that share a single suite.
- Limit your belongings from home to five items. Label all items with your pet's first and last name.
- Fee policy: Boarding fees are charged **per day per pet**. There is a full-day boarding fee charged for the day of arrival, regardless of check in time. **If you check your pet out after 12 Noon, you will be charged for another full day of boarding.**
- Cancellation policy: A reservation must be canceled at least **seven days prior to reservation arrival date**, or a cancellation fee equivalent to one night of boarding **for each kennel reserved** will be charged to the card on file.
- Holiday reservations: A \$75 **NON-REFUNDABLE** Deposit will be required to board during holiday periods. Deposit will be applied to holiday invoice or will be forfeited if reservation is canceled. If holiday reservation is canceled with less than seven day notice, the **standard cancellation fee will also apply**. If holiday invoice is less than \$75, the balance of the deposit will not be refunded.



ENVIRONMENT & CARE

- Climate controlled
- Natural sky lighting
- Indoor and outdoor exercise facilities
- Raised platform with blankets in each kennel
- Sanitized food and water bowls provided
- Daily health checks
- Two 10-15 minute "potty" breaks per day are included in the boarding cost. Extra exercise is available for an additional fee.
- For boarding stays of five nights or longer, your dog is eligible for a complimentary "clean-up" bath provided by kennel staff.
- Pets are fed twice a day. Additional feeding times can be arranged during normal business hours. Additional fees may apply.
- Complimentary storage and refrigeration for owner supplied food is provided. Club Pet can provide Blue Buffalo products for an additional fee per meal.
- **Medication and Supplements**: Oral and topical medication and supplement administration is provided for an additional fee (\$3 per administration of each medication). Sorry, we cannot do injections.
- On site emergency veterinary services available through Companion Animal Hospital. Vaccinations cannot be given during your pet's boarding stay through CAH. All vaccinations must be given at least 24 hours prior to boarding.



HEALTH & VACCINE POLICY

All vaccinations must be given at least 24 hours prior to boarding. **First time vaccinations (for puppies and kittens) must be given at least 2 weeks prior to boarding**. Vaccinations cannot expire during your pet's stay.

DOGS (MUST BE AT LEAST 4 MONTHS OLD):

Rabies, DHPP (Distemper) & Bordatella are required.

We will accept proof of adequate protective titers in place of vaccines for Rabies and DHPP only.

- Rabies & DHPP can be either 1 year or 3 year vaccinations
- Bordatella must be a 6 month vaccination
- Bordatella is mandatory, even if veterinarian has exempted pet from other vaccines.
- Age Certificate required for dogs over a certain age (based on weight), to be renewed annually:
 - o Under 40 lbs – 12 years or older
 - o 40 – 90 lbs – 10 years or older
 - o Over 90 lbs – 7 years or older



CATS (MUST BE AT LEAST 4 MONTHS OLD):

Rabies, FVRCP & FeLV (Feline Leukemia) are required.

We will accept proof of adequate protective titers in place of vaccines.

- Rabies & FVRCP can be either 1 year or 3 year vaccinations
- FeLV
 - Indoor cats - must have proof of a negative FeLV test at any point in their lives. If there is proof of a negative test, the FeLV vaccination is not required for indoor cats. If not, the FeLV vaccination is required.
 - Outdoor (or indoor/outdoor) cats – must have a current FeLV vaccination (either 1 year or 3 years).
- Age Certificate required for cats over 12 years old, to be renewed annually.

AGE CERTIFICATE:

Pets over a designated age must have **written veterinary clearance** to board in a non-medical, non-24 hour facility. The Age Certificate must be renewed annually (prior to boarding).

BIRDS & EXOTICS:

Health Certificate is required and must be renewed annually (prior to boarding). The Health Certificate is signed by your pet's veterinarian and states that the bird or exotic pet is free of communicable disease and will be healthy enough to board in a non-medical, non-24 hour facility.

MEDICAL STABILITY CERTIFICATE:

Pets undergoing treatment for a medical condition must have written veterinary clearance to board in a non-medical, non-24 hour facility. The Medical Stability Certificate must be renewed annually, prior to boarding, or may be required more often, as deemed by Club Pet Management.

All forms are available online at animalcenter.org/clubpet



DOGGIE DAYCARE OPTIONS

- Daycare is defined as any boarding visit where your pet checks in and checks out during normal business hours on the same calendar day (see back for daily business hours).
- Same comfortable kennel set up as for overnight boarding
- ½ hour of free play time is included: either ½ hour of group play with other dogs, or two 15 minute individual play times with our experienced staff.
- Additional play times can be requested for an additional fee

Daycare Value Packs

- Monthly: Unlimited use within one calendar month
- 5 Pack: Use anytime within one calendar year
- 10 Pack: Use anytime within one calendar year
- 20 Pack: Use anytime within one calendar year



Pet of the Day
CHARLIE



Pet of the Day
CORI



CLUB PET HAS A FACEBOOK PAGE!

Check us out at www.facebook.com/clubpet. Every day we feature one of our boarding guests as the "Pet of the Day," like Charlie or Cori, pictured here. We absolutely love to share a little bit about each one of the fantastic pets in our care. Like us on Facebook and you will get to see our "Pet of the Day" every day!



www.facebook.com/clubpet

ABOUT CLUB PET

Since 1986, the staff at Club Pet has cared for animals while their families are away. Boarding with Helen Woodward Animal Center's Club Pet benefits not only your pet but also the lives of many orphaned animals and humans that depend on your support. All profits of our boarding facility help further the Center's mission of sharing our philosophy that animals help people and people help animals through trust, unconditional love, and respect. Thank you for choosing Club Pet.

HOW HWAC SERVES

- Hundreds of dogs and cats find new homes each year through the Center's Adoption services.
- People who are homebound due to age or illness benefit from the AniMeals free pet food and delivery service for their animal companions.
- Children and adults learn practical lessons caring for pets while gaining new respect and appreciation for animals through a broad menu of Education programs.
- More than 1,000 performance and pleasure horses are treated annually at the Community Equine Veterinary Hospital's surgical, recovery, and diagnostic facility.
- Disabled children and adults undergo innovative therapy in the Therapeutic Riding program.
- Patients and residents of medical facilities and other special care institutions receive physical and emotional comfort through the Pet Encounter Therapy program.
- Each year, hundreds of rescue groups across the country receive in-depth training on how to save even more lives through ACES Training Seminars.

GET INVOLVED

- **Contribute Financially:** Charitable gifts from friends in the community are essential to the Center's ability to provide high-quality programs. Call the Development office at ext. 350 for more information.
- **Volunteer:** The Center could not function in its current capacity without the continual involvement of its 700 volunteers. An average of 30,000 hours per year are donated by individuals to raise funds, care for the animals, and assist staff at special events. For details, call the Volunteer office at ext. 305.

HOURS OF OPERATION

- Open Monday through Friday, 7:15am - 6pm; Saturday 7:15am - 3pm; Sunday 10:15am - 5pm
- Tours offered daily 12 - 3pm
- Office is closed on major holidays
- Club Pet Boarding is not a 24 hour facility and does not provide overnight staffing or services.

animalcenter.org



Phone (858) 756-4117, ext. 2
Fax (858) 756-4715
Clubpet@animalcenter.org

HELEN WOODWARD ANIMAL CENTER

BOARDING • GROOMING • TRAINING • DAYCARE



CLUB PET Boarding

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(858) 756-4117 ext. 2 • animalcenter.org/clubpet