

PET RESORT SERVICES & PRICES

OCOTILLO ANIMAL CLINIC & PET RESORT

3333 S. Arizona Avenue
 Chandler, AZ 85286
 Main: 480-899-8181
 Fax: 480-240-6113

Hours of Operation:
 Monday: 8am - 7pm
 Tuesday - Friday: 8am - 5:30pm
 Saturday: 8am - 2pm
 Sunday: Closed

ACCEPTED PAYMENT TYPES:
 Cash, Debit, Visa, MasterCard, American Express, & Discover
NO CHECKS

BOARDING RATES *

<u>Dog Suites:</u>	<u>1st Pet</u>	<u>2nd (same suite)</u>	<u>3rd (same suite)</u>
Boarding all suites	\$37.00	\$24.00	\$19.00
Dog Condo (20lbs or Less)	\$20.00	\$10.00	N/A
 <u>Cat Condos:</u>			
Condo (10 cubic feet)	\$20.00	N/A	N/A

*The rates listed above reflect overnight fees.

DAYCARE RATES *

	<u>1st Pet</u>	<u>2nd (same suite)</u>	<u>3rd (same suite)</u>
Day Boarding	\$19.00	\$10.00	\$10.00
Cat Condo (10 cubic feet)	\$10.00	N/A	N/A

*The daycare rates apply during normal business hours Monday through Friday.

The overnight and daycare boarding rates for dogs include three 15 minute walk's, we keep your dog on your feeding schedule, and a cozy pet cot!

Clients receive a 15% discount on the total boarding/daycare charge (excluding additional services) for pets staying more than 14 consecutive days.

Last check-in/check-out time is 30 minutes prior to closing.

ADDITIONAL SERVICES*** (cost/service unless otherwise stated):

Personal Play Time (20 minutes):	\$8.00
Treat-filled Kong toy:	\$5.00
Medications/Oral Supplements (Per Day) :	\$2.00
Flea/Tick Preventative:	\$16.00-\$18.00
Brushing (Coat):	\$6.00
Teeth Brushing:	\$16.00
Diabetic Management (Per Day):	\$10.00
Bath (Towel Dry) with Boarding Staff:	\$15.00

Pet(s) will not be ready until after 12pm

Full Service Bath/Groom (By Groomers): -----

Full Service Bath/Groom is preformed by our Groomers and includes toe nail trim, blow dry, & ear cleaning

BOARDING POLICIES

No personnel are on the premises overnight. Pets will only be admitted & discharged during regular office hours. Last check-in/out is 30 minutes prior to closing. Boarding fees are due, in full, at the time of dismissal.

Preventative Care Requirements:*

Dogs:

- Rabies: puppy vaccine, booster one year later, then every 3 years
- DHPP: initial series, booster one year later, then every 3 years
- Bordetella: every 6 months
- Heartworm Test: every year if on prevention; every 6 months if not on prevention
- Fecal Screen with Giardia: every year
- Flea/Tick Prevention: monthly application performed by us, or proof of purchase required

Cats:

- Rabies: kitten vaccine, booster one year later, then every 1 or 3 years
- FVRCP: initial series, booster one year later, then every 3 years
- Leukemia: initial series, booster one year later, then every 3 years
(only required for outdoor cats or for cats living in households with outdoor cats)
- FeLV/FIV Test: at least one negative test for indoor kittens/cats during their lifetime
(outdoor cats or for cats living in households with outdoor cats must be tested yearly)
- Fecal Screen with Giardia: at least one negative test for indoor kittens/cats during their lifetime
(outdoor cats/cats living in households with outdoor cats must be tested yearly)
- Flea/Tick Prevention: monthly application performed by us, or proof of purchase required
(only required for outdoor cats)

* REFER TO "FREQUENTLY ASKED QUESTIONS" FOR A LIST OF APPROVED FLEA & TICK PREVENTATIVES *

We recommend vaccinations be administered at least 7 days prior to boarding. Dogs and cats exempt (i.e. age, medical conditions) from any preventative care requirements must provide proof from their veterinarian or be determined exempt by our trained nursing staff.

We require a short check-in with a boarding staff member and history for each pet before they are allowed to board to ensure excellent boarding and medical care. All medications prescribed by a veterinarian must be given during the pet's stay, at an additional fee.

Both dogs and cats must provide proof of a veterinary exam within the last 12 months. Pets requiring examinations must see a veterinarian **prior to boarding**.

We will make every effort to keep our boarding, grooming, and hospital environment safe and clean. However, occasionally pets become ill or injured and require immediate attention. We will make every reasonable attempt to contact the owner/agent prior to treatment. However, any animal that requires emergency or immediate veterinary attention will receive it from your designated veterinarian, or one of our veterinarians at our discretion, and at the owner's expense.

We reserve the right not to board pets if they are aggressive, sick, not current on preventative care, less than 12 weeks of age, "in-heat," or for other reasons at the discretion of the staff.

Owner/Agent Signature: _____ Date: _____

OWNER RELEASE FORM

I understand that Ocotillo Animal Clinic & Pet Resort cannot guarantee the health of my pet. I will not hold the clinic responsible for health problems that are unpredictable and unavoidable in boarding kennels, such as, but not limited to weight loss, upper respiratory infections, bronchitis, and diarrhea.

I understand that all pets admitted to the clinic and pet resort must be protected against communicable and contagious diseases and must be free of internal and external parasites, or will be treated upon entry or discovery at the owner/agent's expense. I also understand that vaccinations are not 100% protective.

I will contact my veterinarian and have medical records faxed to Ocotillo Animal Clinic & Pet Resort to provide proof of preventative care and information on any medical conditions **prior to boarding**. I give Ocotillo Animal Clinic & Pet Resort permission to contact my veterinarian if necessary.

I understand that in the event of my pet's illness, the staff will immediately attempt to contact me or my agent to discuss the problem and treatment options. If I cannot be reached immediately, I authorize the staff to initiate appropriate treatment until my agent or I can be reached.

Should an **EMERGENCY** arise, I authorize the medical staff to sedate my pet and/or perform such emergency procedures as may be necessary for the health of my pet until I can be notified. I agree to pay, in full, all charges for necessary services rendered for and to my pet.

The clinic is to use all reasonable precaution against the injury, escape, or death of my pet. The clinic and staff will not be held liable for any problems that develop provided that reasonable care and precautions are followed.

I understand that the clinic is not responsible for loss or damage to personal items left with the pet, including, but not limited to leashes, collars, toys, and bedding.

I understand that Ocotillo Animal Clinic & Pet Resort is not responsible for matting of the coat that may occur as a result of normal boarding activities. I am aware that for an extra fee, a daily brush out can be requested for my pet(s) if I have concerns about the condition of their coat.

I will call if my "pick-up-date" changes so the staff can plan accordingly. If I neglect to pick my pet up within 5 days of the date scheduled for discharge and do not notify Ocotillo Animal Clinic & Pet Resort, I authorize them to take the necessary steps for dealing with abandoned pets.

A \$50 deposit is required at the time your reservation is made. Reservations must be cancelled by 8am, 72 hours prior to check-in date to qualify for refund of deposit. If cancelling outside of business hours you must leave a voicemail. Deposits are non-refundable without 72 hours advance notice of cancellation. Deposit will be applied toward the boarding charges.

I have been provided with a copy of the boarding policies and had the opportunity to discuss any concerns with the staff.

Thank you for trusting Ocotillo Animal Clinic & Pet Resort with the care of your pet(s). In order to provide the best possible care for your pet(s), we have taken the necessary steps to ensure they are current on preventative care and healthy upon presentation, and that we have the necessary information to contact you if any unfortunate emergencies arise. Thank you for your cooperation and we hope you and your pet(s) use our services in the future.

Owner/Agent Signature: _____ Date: _____

BOARDING ADMISSION FORM

OWNER OF ANIMAL:

Date: _____

Name: _____ Account #: _____

Address: _____

City: _____ State: _____ Zip: _____

PATIENT:

Name: _____ Species: _____ DOB/Age: _____

Sex: _____ Breed: _____ Color(s): _____

Drop off date/time: _____ Pick up date/time: _____

Pet Questionnaire & Personality Profile: (Please be specific on answers)

Does your pet have any health issues? _____

Does your pet require medication? _____

Does your pet get along with other pets and people? _____

Does your pet have a "sensitive stomach" or special diet? _____

How much, how often, and what type of food do you feed your pet? _____

Did you provide your own food? _____

Does your pet have any allergies to medications, diets, or other? _____

Does your pet have food and/or cage aggression? _____

Is your pet a "jumper" (i.e. jump over outdoor walls/fences)? _____

Is your pet afraid of loud noises? _____

Please list all of your pet's personal belongings: _____

Is it ok for us to wash belongings (toy's, bedding, and blankets)? Yes _____ No _____

(This is a service at no charge, we are not held liable if our washing machines and/or pet tear up their belongings.)

Offered Services:**Price:****Please Initial Below:**

Personal Play Time (20 minutes)

\$8.00

Accept _____ Decline _____

Kong Filled Toy

\$5.00

Accept _____ Decline _____

Brushing (Coat)

\$6.00

Accept _____ Decline _____

Teeth Brushing

\$16.00

Accept _____ Decline _____

Pedicure (Dremmel is \$6.30 extra)

\$14.60

Accept _____ Decline _____

Anal Gland Expression:

\$29.90

Accept _____ Decline _____

Bath & Towel Dry (with boarding staff)

\$15.00

Accept _____ Decline _____

**Dogs being bathed will not be ready for pick up until 12pm.*

Groom/Full Service Bath (priced by breed or request)

Accept _____ Decline _____

Performed by our groomers: includes toe nail trim, blow dry, & ear cleaningDogs being groomed will not be ready for pick up until 12pm the day of grooming***Required Services:** (if applicable)**Price:**

Diabetic Management (per day)

\$10.00

Medication/Oral Supplement (per day)

\$2.00

Flea/Tick Treatment

\$15.00-\$18.00

Owner/Agent Signature: _____ Date: _____

OCOTILLO ANIMAL CLINIC & PET RESORT

Client Registration Form

Owner Information:

Last Name: _____ First: _____ Spouse: _____

Address: _____ Apt. #: _____

City: _____ State: _____ Zip Code: _____

Primary Phone#: _____ Secondary#: _____ Other#: _____

Email: _____ Owner DOB: _____

* For Dispensing Controlled Substances *

Please tell us how you heard about us:

Sign/Drove By Phone Book Coupon Internet Facebook Other: _____

Friend: _____

Pet Information:

	Pet #1		Pet #2		Pet #3	
Name						
Species	Canine	Feline	Canine	Feline	Canine	Feline
DOB	___/___/___		___/___/___		___/___/___	
Breed						
Color(s)						
Sex	Male Neutered	Female Spayed	Male Neutered	Female Spayed	Male Neutered	Female Spayed
Microchip #	Yes	No	Yes	No	Yes	No
Last Vaccines	___/___/___		___/___/___		___/___/___	
Medical Conditions						

May we contact your previous veterinarian to obtain medical records?

Name: _____ Phone #: _____

We Accept:

*** CASH * DEBIT * VISA * MASTERCARD * DISCOVER * AMERICAN EXPRESS * CARE CREDIT ***

WE DO NOT ACCEPT CHECKS OR OFFER PAYMENT PLANS

I authorize Ocotillo Animal Clinic to perform procedures necessary and advisable for my pet(s) health and wellbeing. **I accept responsibility for all fees incurred in the care of my pet at the time services are rendered.** In the event that it becomes necessary to refer my account to an outside collections agency, I am aware that all finance charges, collection costs, attorney fees, and other collection costs associated with that activity will be the responsibility of the pet owner.

Signature of Pet Owner or Responsible Party

Date

We love sharing pictures and videos of our patients with animal lovers everywhere! This includes displaying them on our website, Facebook, and any other promotional/educational material. If you do not wish for photos and/or videos of you and/or your pet to be displayed, please initial to decline. Decline: _____

Frequently Asked Questions: Boarding

Is someone present on the premises overnight?

Ocotillo Animal Clinic & Pet Resort takes the responsibility for the safety and care of your pet(s) very seriously. We do not have staff in the pet resort overnight; however, we maintain a clean, safe environment with an alarm system to ensure the safety of your family members.

What preventative care is required for boarding?

Specific requirements for preventative care are listed in Boarding Policies. The requirements are based on the age, species, and lifestyle of each pet. They have been developed to help us provide the best possible care and minimize the risk of problems for your pet(s).

Should I bring my own food?

Yes. We recommend you bring your pet's own food to reduce the chances of potential problems with feeding a brand new diet in a potentially unfamiliar environment.

Can I bring my toys and bedding for my pet?

We provide raised "cozy" cots. However, we also allow you to bring a blanket, bedding, and toys from home. We are not liable for damage to or the loss of items you bring. We request that you put your name on the items if possible.

Does my pet require a bath on departure?

No. However, we recommend all dogs receive a simple bath if boarding overnight to ensure cleanliness.

Can I just drop my pet off and go?

No. You will need to meet with one of our trained boarding staff members. They will take a brief history of feeding schedules and medications (if any) so that we are able to provide the best possible care to your pet during his/her stay at our resort. Please allow 15-20 minutes for check-into boarding.

Can we keep our pets in the same suite?

Yes. Pets from the same house can be kept in the same suite as long as they get along well and there is sufficient room.

Do you have grooming?

Yes. We have two experienced groomers (one male and one female) on staff that will be happy to discuss the grooming services we provide Ocotillo Animal Clinic & Pet Resort with you.

What type of cooling system do you have?

Our Pet Resort has an air conditioning cooling system and separate vents and ducts for each "closed" suite.

Can I tour your facility at any time?

You are welcome to tour our Pet Resort anytime during normal business hours.

Do you board pets other than dogs and cats?

No. At this time we are not equipped to board other pets.

Will my cat be allowed outside his/her condo?

Yes. Single cats or cats from the same family will be allowed to roam in the cat room twice daily.

Do you offer pick-up and delivery service?

No. At this time we are not able to offer these services.

Is there a veterinarian on the premises during normal business hours and on call after business hours?

Yes. There are multiple veterinarians on the premises during normal business hours and veterinarians are accessible after hours.

Can someone else pick up my pet?

Yes. Anyone listed on the Admittance Form with the authority to pick up will have to show identification prior to the pet's release.

Do you offer playgroups?

At this time we are not going to offer playtime. We do offer one-on-one attention during the walks and optional, individual playtime to keep your family member stimulated and happy. Pets from the same house can be taken out together for walks and/or individual playtime as long as they get along well.

Do you board puppies, geriatric pets, and sick pets?

We do not board dogs and cats less than 12 weeks of age. We board geriatric and sick pets as long as they meet the requirements specified in the Boarding Policies/Release Form and are determined to be healthy for boarding during the entrance exam.

Do you require a deposit for reservations?

Yes. A \$50 deposit is required at the time your reservation is made. Reservations must be cancelled by 8am, 72 hours prior to check-in date to qualify for refund of deposit. If cancelling outside of business hours you must leave a voicemail. Deposits are non-refundable without 72 hours of notice of cancellation. Deposit will be applied toward the boarding charges.

Can my pet get sick while boarding?

We will make every effort to keep our boarding, grooming, and hospital environment safe and clean. However, some pets may develop unfortunate, unpredictable problems such as respiratory infections, sore throat, or diarrhea during or after boarding. The staff will immediately attempt to contact the owner or agent to discuss the problem and treatment options, and initiate appropriate treatment if necessary.

Approved Flea & Tick Preventatives (must provide proof of purchase):

- Simparica
- DOG MD
- Bravecto
- Advantix
- Fiproguard Max
- Pet Armor
- Bio Spot Defense
- Frontline
- Revolution
- Certifect
- Nexgard
- Vectra 3D

****We do not accept any other flea & tick preventatives or flea & tick collars.**