



## Neffsville Veterinary Clinic Resort Guest Policies and Guidelines

Thank you for choosing Neffsville Veterinary Clinic for your furry family member's lodging needs. This information is designed to introduce you to our established standards of care and to simplify your companion's arrival and departure. On behalf of the doctors and staff, we want to welcome you.

### **General Information:**

Our Pet Resort care providers closely observe our guests and immediately report any irregularities to our doctors and nurses. Lodging is meticulously maintained and monitored in a clean, temperature controlled environment. We offer our guests Hill's Science Diet food and plenty of fresh water. Please specify feeding instructions (quantity, wet/dry, and how often) on our Lodging Check-In Form. If your pet is accustomed to another food, we will gladly feed the food you provide at the time of check-in. If your pet requires medication, please bring it with you and we will administer it (additional charges apply). Any needed refills or additional medications will be provided by NVC and added to your invoice. Medication must be in its original container with label. Please do not package medication in your pet's food as you will be charged either way.

### **Canine Guests:**

We offer a variety of accommodations from standard lodging to our upscale themed suites. All guests are walked outside four times a day. Our upscale resort suites feature Kuranda beds and all lodging accommodations are supplemented with blankets and bedding to ensure the comfort of our guests. Additionally, the themed suite area has four overhead televisions for your pet's listening pleasure. We have plenty of additional activities and packages available to complete your pet's four-star experience.

### **Feline Guests:**

We offer a variety of accommodations from standard lodging to our upscale kitty condos providing television entertainment, a private elimination area and a large window overlooking our garden and bird feeder. All of our feline lodging includes bedding. We have plenty of additional activities and packages available to complete your pet's four star experience.

### **Personal Items:**

We provide ample and comfortable bedding for our guests. We cannot assume liability for the loss or destruction of any personal items. We strongly discourage bringing personal items (including beds).

### **Vaccination Requirements:**

For the safety of your pet and our staff, we require that all lodging guests maintain current vaccinations as follows:

#### **Canine Vaccinations Requirements:**

- Rabies
- Distemper, Hepatitis, Parvovirus, Parainfluenza (DHPP)
- Canine Influenza
- Bordetella (6 month)
- Fecal Analysis Test

#### **Feline Vaccination Requirements:**

- Rabies
- Distemper, Rhinotracheitis, Calicivirus (DRC)
- Fecal Analysis Test

All vaccines must be completed seven (7) days prior to the lodging check-in date. Neffsville Veterinary Clinic reserves the right to cancel any reservation for an animal lacking proper vaccinations. **In addition, your pet must be on year-round preventatives.** Dogs must be on both flea and tick and heartworm prevention. Cats must be on flea and tick prevention.

### **Treatment Authorization:**

If your pet becomes sick while here, one of our doctors will examine him/her. Uncomplicated problems (persistent diarrhea, vomiting, abrasions from rubbing on doors, etc.) will be treated medically. More serious problems (failure to eat, persistent vomiting, inability to stand, difficulty urinating, etc.) may warrant diagnostic blood and urine testing, and possibly x-rays/ultrasound. We will make every effort to contact you before performing diagnostic testing and administering treatment.

### **Resort Business Hours (Guest Check-In and Check-Out):**

<b>Day</b>	<b>Morning Hours</b>	<b>Afternoon/Evening Hours</b>
Monday to Friday	8:00 am – 11:00 am	4:00 pm – 7:00 pm
Saturday	8:30 am – 11:00 am	3:00 pm – 5:00 pm (rear entrance)
Sunday		3:00 pm – 5:00 pm (rear entrance)
Holidays	CLOSED	CLOSED

The Neffsville Veterinary Clinic Pet Resort is staffed with attendants from 6am to 9pm 365 days a year. We do not have an attendant overnight.

### **Financial Policy:**

Payment for lodging and/or services rendered is due at the time of check-out. Please refer to our complete Financial Policy for more details. You may arrange a credit card payment at check-in or over the phone in the event of pick up by a specified relative or friend.

### **Reservations:**

Please call (717)569-5381 to check availability, rates and make reservations. Please download and print the **Lodging Enrichment Form** and **Lodging Check-In Form** so that you can complete them prior to Check-in. Submitting these forms via email does NOT constitute making a reservation.