



Hope's Garden Resort

"Your pet's vacation saves homeless pets lives"

610 Jack Rabbit Road Virginia Beach, Virginia 23451

Main Ling: 757.491.7720 / Fax: 757.491.7721 / Email: hopesgardenresort@gmail.com

Cat Boarding Information and Policies

All proceeds from Hope's Garden Resort & Boutique go directly to support the mission of Hope for Life Rescue, a 501 (c) 3 charitable organization dedicated to the care, rehabilitation, and placement of abused and/or homeless animals.

Hours for drop off, pick up, or visitation: Monday through Saturday 7am-7pm, and Sunday by appointment only.

All inclusive rates: \$19 per night 1st cat, \$10 per night for every cat after the first if boarding in the same suite; and \$10 for Cat Day Care. Rates include unlimited play-time, brushings, administering medications, and treats!

Legal Stuff: Our Policies, Procedures, Services and Rates may change from time to time. While we will attempt to notify you of these changes, it is ultimately your responsibility to check back on our website regularly so that you are aware of our most current Policies, Procedures, Services and Rates. We reserve the right to refuse service to anyone at our sole discretion. Owners understand that supervised socialization and interaction between our guests is encouraged. Owners also acknowledge that cats are unpredictable in behavior, and are aware of the risks involved in such play, and assume all risks. In order to maintain a safe play environment for the cats, any cat that misbehaves will be given a time-out from the common area. If the cat(s) are persistently being destructive and/or bullying they will also not be allowed in the common area.

Health/Vaccination Requirements: Proof of up to date vaccinations from a licensed veterinarian is required. Records can be faxed to us by your veterinarian at **757.491.7721**. All pets must be spayed or neutered (or less than 6 months old to be intact and permissible) and be vaccinated for rabies, and feline distemper; with a negative feline leukemia test result. Flea and tick control treatment is required. If your pet has not been treated, we will administer Advantage for \$15.00 due at time of check-out.

Behavior: All cats must be non-aggressive and non-food or toy protective, to participate in the free-roaming environment. Owners will certify their cats have not harmed or shown any aggressive or threatening behavior towards any person or any other cats. If your pet does not fit with our policies, they will not be allowed free-roam time with the others.

Medical Care: If your pet develops any health problems and medical treatment is needed, HGR&B will make a reasonable effort to reach the guardian and/or emergency contacts. HGR&B will pursue treatment with one of the following: your veterinarian, Hilltop Veterinary Hospital, or an emergency treatment facility. Treatment may include, but is not limited to injections, medications and diagnostic testing. HGR&B will pay for treatment when veterinary services are rendered, but the pet guardian/responsible party is responsible for reimbursement at time of pick up.

Feeding & Grooming: HGR&B will not provide food for your pet's stay for digestive reasons. Please bring your pet's food with you at time of check-in. If your pet requires medications to be administered we will be happy to do so. Medications must be clearly labeled with instructions and method of administration provided (i.e. pill pockets, needle and syringe, etc.) HGR&B has a groomer that can trim nails and give haircuts for cats (simple mat removal – lion cuts) Cats will be transported to Motley Mutts for grooming and there are 2 policy forms that would need to be signed.

Check-in: Pets may be checked in any time during regular operating hours. Check-in requires current vaccination records and all registration forms completely filled out, signed, and returned prior to date of check-in. For first time clients only we will need a credit card# on file to reserve a room. Any and all medication must be clearly labeled. We reserve the right to deny admittance to cats lacking proof of vaccinations, visibly ill, or aggressive. We cannot accept any pet with stitches, bandages, Elizabethan collar, or splint. Your cat must have spent at least 3 months' time as your family's pet (management approval required otherwise).

Check-out: All boarding pets must be picked up on date scheduled at or before 5pm; if they are not picked up at or before this time you will be charged for an additional night of boarding. If your pet is not picked up by our closing time 7pm they will be boarded another night.

Payment: Payment in full is required at time of check-out. We accept cash, check with valid driver's license, Visa, MasterCard, Discover, and American Express cards. During the following Holidays-New Years, Thanksgiving and Christmas- A non-refundable deposit equal to One (1) night of boarding must be paid prior to us scheduling your stay. The deposit will be applied to stay or if stay is cancelled it will be donated to Hope For Life Rescue, Inc.

Cancellation Policy: The client must give cancellation notice within 36 hours prior to reservation. During times of Holidays- New Years, Thanksgiving and Christmas- the client must give cancellation notice of 5 days. Cancellation fees are strictly imposed. If proper notice is not received, 25% of the total cost of boarding will be applied to the Credit Card on file. Holiday deposit may be applied towards 25% cancellation fee. If you have a scheduled Kitty Day Care visit you must notify us by the close of business day prior to visit otherwise a \$5 per rooms reserved cancellation fee will be applied on next visit.

If you have read, understand, and agree to all of the resort's policies please sign below.
Thank you for entrusting your pet to our care.

Signature of Guardian: _____ Date: _____