



PET HOTEL & *Grooming Salon*

BOARDING POLICIES AND RECOMMENDATIONS

Welcome to spcaLA's Pet Hotel. Boarding services are only available to active spcaLA donors at the seventy-five (\$75) U.S. dollar level or greater who have donated within twelve months prior to the first day of boarding. Our Boarding Policies and Recommendations are listed below to help make your pet's stay with us a comfortable one. We offer indoor kennels - with outdoor access- for dogs. For our feline guests, we offer private, roomy cat condos. Individual play and once-a-day exercise sessions are available for both dogs and cats.

HEALTH CARE AND SAFETY:

- All pets must be in good general health to board. Dogs and cats must be a minimum of 4 months old and a maximum of 12 years old. Pets over the age of 12 will be accepted with a health certificate from a Veterinarian. Any existing health problem (medical, physical or behavioral) requires advance review of the pet before we can accept your reservation. Special medical requirements are subject to additional charges. If your pet takes any medications, vitamins, or supplements that will need to be administered during their stay, please complete and present the Medication form. Call ahead to make sure we accept the medication being administered. The spcaLA Pet Hotel does not administer injections. All medication that accompanies the pet must be in its original container. There is an additional charge for this service.
- We cannot accept any pregnant pets or females in heat. All pets are observed regularly throughout the day. If urgent care is required, the pet will be transported to a veterinarian. Dogs must be brought in on a leash and wear a collar with identification. Cats must be brought in a carrier and must wear a collar with identification. spcaLA will provide and feed premium kibble routinely twice a day at no cost if no food is provided. We highly recommend bringing your own food to ensure consistency of healthy diet. We do not accept raw food diets.

VACCINATION REQUIREMENTS:

- For the health and safety of our guests, all pets must be current on their vaccinations prior to check-in. Vaccines must have been administered by a licensed veterinarian. Dogs are required to have had a Rabies vaccination (1 or 3 year vaccines are acceptable), a DHLPP vaccination (1 or 2 year vaccines are acceptable), and a Bordetella vaccine. Bordetella vaccinations must have been administered within the last 6 months and at least one week before your pet's stay. Cats are required to have had a Rabies vaccination (1 or 3 year vaccines are acceptable) and a FVRCP vaccination within the last year. Vaccination records must be faxed to 562-570-3083 prior to stay or delivered on day of arrival.

LENGTH OF STAY:

- spcaLA has a limited number of boarding kennels. We recommend you make reservations at least one month in advance. One month is the maximum time that spcaLA will board your pet. Please notify us of any change or cancellation of your reservation. If you pick up your pet before 12:00 noon, you will not be charged for that day. Pick ups after 12:00 noon will be charged an additional day of boarding. We will not release your pet to anyone but you without prior written notification.

DAYS & HOURS:

- Open Wednesday-Friday 9:00am- 5:30pm, Saturday -Sunday 9:00am - 4:30pm, Monday 8:30am-10:30am for boarding only, closed Tuesday.

DEPOSIT AND CANCELLATION POLICY:

- A deposit (using a major credit card) is required at the time the reservation is made. spcaLA reserves the right to determine an appropriate deposit based on the length of the reserved stay. In no event shall the deposit exceed 50% of said stay. We require ample notice of cancellations. Any cancellation done in less than 72 hours from reservation will be charged a single night's boarding fee as applicable.

IF YOUR PET SHOULD BITE A PERSON:

- A bite report will be filed with Long Beach Animal Control and pet will be quarantined in accordance with state and local laws. Daily boarding fees may apply.

To make your reservation, please call 562-570-3079 or email us at boardgroom@spcaLA.com. To become a donor, please call our Fund Development Department at 323-730-5300, x233. Note: Requested days for boarding cannot be secured until a boarding contract is completed, received and deposit has been processed. Completed contract can be faxed to (562) 570-3083 or brought in to: 7700 East Spring Street, Long Beach CA 90815. The boarding contract is available on our website at www.spcaLA.com.