



Vacation Check-In List

We have made a checklist to make the check in process as smooth as possible for you. Please read all the information below and if you have any questions do not hesitate to ask prior to check in.

When you made your reservation for your pet the Receptionist informed you of the medical services we require for Boarding and if your pet has been here before they made you aware of what our indicated as past due or would need to be updated prior to check-in. If you've had these services updated elsewhere please have your veterinarian fax an updated history to us at (804)748-5851. If you're unable to have them updated before your arrival, we would be happy to update them here as a convenience for you. **If we are updating any vaccinations you must check in before 1:00 PM Monday—Saturday.** This allows the medical staff time to administer vaccinations and monitor them afterwards. **Pets overdue on medical services cannot be checked in on Sunday for a one-night stay.**

Checklist:

- ✓ If you are bringing food from home pre-bag your pet's food in individual zip-lock baggies for each feeding. Please include First and Last name on each bag.
- ✓ Bring medications in **ORIGINAL** bottle not baggies or mixed in their food. Medication **MUST** be in original bottle even if they are vitamins, supplements or over-the-counter medications. **Check in time for pets with medication is by 1:00 PM** (Please understand this allows our medical staff time to review medication and make proper documents), and there are additional charges to administer medications. (Please refer to our boarding policies)
- ✓ We will accept two towels OR blankets for each pet.
- ✓ First and last name on feline carrier.
- ✓ **Check in by 1:00 PM if due for any medical services.** (Please understand this allows our medical staff to monitor your pet after they are vaccinated)
- ✓ You can provide two toys per pet. (Please refer to list below for items we do NOT accept)

Helpful Reminders:

- Our hours of operation are: Monday – Friday 7am – 7pm, Saturday 8am – 5pm, and Sunday 10am – 5pm. We are closed all major holidays including Easter Sunday, Father's Day and Mother's Day.
- Our entrance is on the side of the building through the iron gate.
- We are a **WELL** pet facility **ONLY**. If your pet has had any coughing, hacking, sneezing, vomiting, or diarrhea we cannot risk exposing the other well pets in the facility. Please keep them at home.
- Although WCPR offers departure baths to our guests it is strictly a bath not a bath with brush out. For our guests that have long coats we do **NOT** offer this service as a Grooming Bath and Brush out would be a more appropriate. If you'd like us to schedule a Grooming appointment for your pet, please let one of our staff know. Our Groomer is quite busy and has limited availability.
- **Extended stay fee is applied at 12:00 Noon. There are no exceptions.**
- If your pet is due for a fecal exam, feel free to bring a fresh sample (within the past 12 hours) with you at check in. You will not be charged for an Exam **UNLESS** the sample comes back positive for intestinal parasites.
- If it has been more than 30 days since your pet last stayed, or we did not complete a test within the last 30 days, we **MUST** re-temperament test them.
- **Please be aware there are several questions at check in that we must ask about your pet to ensure we are caring for your pet in the manner you want them cared for. If you are not personally bringing them please make sure whoever is checking them in can answer all pertinent information.**

Again, we thank you for the privilege of caring for your special pet. We welcome all suggestions in our quest to remain the best facility in the state of Virginia and beyond. We are here to serve you and your pet and will do our best to make this a wonderful experience for both of you.

Below is a list of items that we cannot accept into the facility. Please understand we are not a 24-hour facility therefore we do not allow these things for the safety of your pet and/or our staff:

- NO crates
- NO puppy pads
- NO sleeping cots
- NO rawhide chews of any kind
- NO animal bones of any kind
- NO leashes. We will give your leash back after we check your pet in. (Unless someone else will be picking up your pet or there is a medical reason. WCPR has leashes that we can use here)
- NO toys with batteries
- NO heating pads
- NO broken toys
- NO automatic feeders
- NO partial and chain collars

If you have any questions about items that you want to bring for their stay please feel free to call and speak with one of our Client Services Coordinators now.

As we have made every effort to outline our policies and provide them to you in a reasonable time to read them, we expect that you will, by the time of check-in, have read them, understand them and be able to follow what we need to provide your pet with superior care.