

# Pet Hotel & Day Spa

## Policies



### HOTEL & DAY SPA HOURS

Although we do offer 24-hour animal care, our lobby is open during the hours listed. For security, safety, and accuracy considerations we regret we cannot accommodate arrivals and departures before or after lobby hours.

**LOBBY HOURS**  
Monday – Saturday 8am - 6pm  
Sunday Closed  
818-889-2275  
Barkleycontact@vca.com

### CHECK-IN & CHECK-OUT TIMES

Similar to that of a human hotel, Check-In time is after 3:00pm and Check-Out time is before 12:00pm. A late check-out fee of \$25 applies to pets checked out after 12:00pm since additional care is required. Dogs going to Day Camp or the Spa on check-out day will not incur a late check-out fee if picked up after 12:00pm. Pets not picked up prior to closing will be considered over-night guests and be charged for an additional night's stay.

### RESERVATIONS

The Barkley Pet Hotel & Day Spa reserves the right to refuse service and admittance to any pet guest who lacks proof of vaccinations, displays signs of contagious health conditions, demonstrates aggressive behavior or does not meet our health and temperament standards.

#### *Day Camp\**

Reservations are highly recommended for staffing purposes.

#### *Grooming*

Reservations are required. Although we do try to accommodate every dog, the Salon & Day Spa books quickly. It is highly recommended to book your appointment several weeks in advance.

### CANCELLATION POLICY

Boarding and Reservations must be cancelled at least five (5) days prior to arrival. Failure to cancel five (5) days prior to arrival will result in the forfeiture of deposit. Day Camp and Grooming Reservations require 24-hour cancellation notice.

### LENGTH OF STAY

Peak/Holiday Periods (published on our website and printed on our rate card) require a two (2) night minimum stay.

### PAYMENT

Payment is due at check-out. Visa, Mastercard, Discover, and American Express accepted. Gift Cards and personal checks (after 2<sup>nd</sup> visit) are gladly accepted. Returned checks will incur a \$40 returned check fee.

### EXTENDED & LONG TERM STAY PAYMENTS

Stays exceeding two weeks that are not utilizing a pre-paid boarding package, require payment on a bi-weekly basis.

### PET HEALTH AND SAFETY

At The Barkley Pet Hotel & Day Spa we take pride in the health and safety of our pet guests. We consult with the adjacent VCA Westlake Village Anima Hospital when we deem medical care is necessary. All guests must be in good health and not have been exposed to any contagious or communicable illnesses within a 30-day period prior to check-in. The Barkley Pet Hotel & Day Spa accommodates pets who are healthy, fit, and able to walk unassisted. Pet guests who have a medical condition or illness may be more appropriately cared for by boarding at a medical boarding facility who has 24-hour veterinary nursing care. Pet guests must possess a temperament that allows staff to care for the guest properly. \*Dogs are pack animals and lead with their teeth and paws and are unpredictable in nature. As a result, no amount of vaccination requirement, supervision, sanitation, or personalized care from The Barkley Pet Hotel & Day Spa can be 100% certain to prevent pets from being injured or contracting an airborne virus or communicable disease.

# Pet Hotel & Day Spa Policies



## VACCINATION REQUIREMENTS

Pet guests must meet vaccination standards before admittance to The Barkley Pet Hotel & Day Spa.

Rabies vaccination is required by law by the Los Angeles County Animal Control.

### Dog Requirements

Rabies – Current in the last year  
DHPP – Current in the last year  
Bordetella – Current in the last year  
Intranasal must be administered 3 days prior to check-in – injection must be given 10 days prior to check-in  
CIV-Current in the last year  
Leptospirosis-Current in the last year

### Cat Requirements

Rabies – Current in the last year  
FVRCP – Current in the last year  
Feline Leukemia – Current in the last year

\*Rabies vaccination is required for puppies at 12 weeks of age.

If pets require vaccination updates, we prefer vaccination(s) be administered 7 days prior to your check-in date.

## MEDICATIONS

Our Animal Care staff can administer oral and topical medications at the cost of \$1.50 per dose. Medications must be properly labeled and the correct dosage indicated on the Overnight Check-In Form. Guests requiring specialized care are handled on a case by case basis and may be referred to VCA Westlake Village Animal Hospital for proper care.

## FOOD

Pets are fed twice daily – in the morning and in the evening. We recommend pet owners provide their own food. If providing your own food, prepackage each feeding in individual baggies labeled with pet's name and bring a little extra just in case. Pet owners may choose our house cuisine which is Hills Sensitive Skin & Stomach, a high-quality, dry diet, recommended by VCA Westlake Village Animal Hospital (canned food is available upon request). In the event your food runs out a service fee will be charged in addition to the cost of the meal. We do not accept raw food diets due to concern about bacteria where we store and prepare food for all of the dogs. Pet owners can consider substituting their pet's raw food diet by providing a prepackaged *freeze dried* diet alternative during their pet's stay.

## POTTY WALKS/EXERCISE

Dogs are walked outside for potty breaks three times per day. Additional potty breaks are available for \$5.00 each. The guest services menu offers additional exercise activities.

## BEDDING/BELONGINGS

We provide clean and comfortable bedding for your pet. To maintain a sanitary and controlled environment, outside toys and bedding are permitted ONLY if they are new with purchased tag attached. A disposable T-shirt with your scent is permitted to help reduce separation anxiety.

## DAY CAMP REQUIREMENTS

Day Camp is for social dogs to play and have fun. It is not a place for aggressive dogs to learn to be social. Since safety is our primary goal, Day Camp may not be for every dog. For insurance/safety precautions, some breeds cannot be accepted into Day Camp. To be accepted into Day Camp, each dog must complete an evaluation. In order to have an evaluation each dog must:

- Complete Day Camp Application acknowledging risk factors
- Be at least 12 weeks of age and have completed first two series of vaccinations\*, including bordetella vaccine
- Meet published vaccination standards
- Be spayed or neutered (except puppies under 6 months)
- Pass Day Camp evaluation

## WEBCAMS

WEBCAMS are a free, additional service. On occasion, due to bandwidth and circumstances beyond our control, minor interruptions may occur to this service. Compensation for these interruptions is not available.

## The Barkley® Pet Hotel & Day Spa

31166 Via Colinas | Westlake Village, CA 91362 | 818-889-BARK (2275) | Barkleycontact@vca.com | www.westlakepet.com

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