



Pet Resort Pricing & Policies



Ocotillo Animal Clinic & Pet Resort

3333 S. Arizona Ave.,
Chandler, AZ 85286
Main: (480) 899-8181
Fax: (480) 240-6113

Hours of Operation:

Mon.-Fri.: 8:00am-5:30pm
Sat.: 8:00am-1:00pm
Sun.: Closed

Accepted Payment Types:

Cash, Debit, Visa, MasterCard, American Express, & Discover. ****NO CHECKS****

Nightly Boarding Packages:

Canine Luxury Package:

\$103 per night includes-

- 5x7 cage free space.
- Luxury Kuranda® dog bedding.
- 1 peanut butter Kong per day.
- Choice of coat or tooth brush daily.
- 1 individual play time per day.

Canine Premium Package:

\$85 per night includes-

- 5x7 cage free space.
- Luxury Kuranda® dog bedding.
- 3 walks a day
- 1 peanut butter Kong per day.
- Choice of coat or tooth brush daily.

Canine Standard Package:

\$67 per night includes-

- 5x7 cage free space.
- Luxury Kuranda® dog bedding.
- 3 walks a day

Additional canine in the same suite: 2nd dog is \$48 per night, and 3rd dog is \$42 per night in the standard package. Premium 2nd dog is \$62. Luxury 2nd dog is \$73 per night.

Feline Luxury Package:

\$60 per night includes-

- 10 cubic feet of space in our fun cat condos.
- Cozy bedding.
- Coat brushing daily.
- 1 purr time per day.

Feline Premium Package:

\$50 per night includes-

- 10 cubic feet of space in our fun cat condos.
- Cozy Bedding.
- Coat brushing daily.

Feline Standard Package:

\$40 per night includes-

- 10 cubic feet of space in our fun cat condos.
- Cozy bedding.

****The rates listed above reflect overnight fees.****

Check-in times are 8:00am-4:00pm Mon.-Fri, & 8:00am-12:00pm Sat.

Check-out times are 8:00am-4:00pm Mon.-Friday, 8:00am-12:00pm Saturday

On holidays our office is closed, we will not do check-ins or check-outs.

****Holidays include: New Year's Day, Presidents' Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving Day, Day After Thanksgiving, Christmas Eve, & Christmas Day.****

Daycare Packages:

Canine Luxury Package:

\$57 per day includes-

- 5x7 cage free space.
- Luxury Kuranda® dog bedding.
- 1 peanut butter Kong per day.
- Choice of coat or tooth brush daily.
- 1 individual play time per day.

Canine Premium Package:

\$45 per day includes-

- 5x7 cage free space.
- Luxury Kuranda® dog bedding.
- 1 peanut butter Kong per day.
- Choice of coat or tooth brush daily.

Canine Standard Package:

\$35 per day includes-

- 5x7 cage free space.
- Luxury Kuranda® dog bedding.

Additional canine in the same suite: 2nd dog is \$23 per day, and 3rd dog is \$20.75 per day.

Feline Luxury Package:

\$43 per day includes-

- 10 cubic feet of space in our fun cat condos.
- Cozy bedding.
- 1 purr time per day.
- Coat brushing daily.

Feline Premium Package:

\$33 per day includes-

- 10 cubic feet of space in our fun cat condos.
- Cozy Bedding.
- Coat brushing daily.

Feline Standard Package:

\$25 per day includes-

- 10 cubic feet of space in our fun cat condos.
- Cozy bedding.

Additional Services ****Cost is per service unless otherwise stated****:

- Medication/oral supplement ****per administration****: \$5.54
 - ****Medications must be in original prescription bottle with drug label.****
- Diabetic Care ****per day****: \$23
 - ****Diabetic care includes both insulin doses; does not include additional medications or oral supplements.****
- Frontline ****required if not on flea/tick preventative****: \$27.50-\$55 dependent upon pet's weight.

Check-in times are 8:00am-4:00pm Mon.-Fri, & 8:00am-12:00pm Sat.

Check-out times are 8:00am-4:00pm Mon.-Friday, 8:00am-12:00pm Saturday

On holidays our office is closed, we will not do check-ins or check-outs.

****Holidays include: New Year's Day, Presidents' Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving Day, Day After Thanksgiving, Christmas Eve, & Christmas Day.****

Service Add-Ons to Boarding & Day Care:

Canine Services:

- Playtime (20 Minutes): \$27.00 and \$6.65 for each additional household pet.
- Kong Treat: \$8.86 ***We offer peanut butter and Purina EN***
- Pedicure: \$33.00-\$52.00 depending on severity.
- Boarding Bath: \$30.00-\$56.00 price varies based on coat, breed, and weight of pet.
- Brushing Coat or Teeth: \$15.00
- Anal Gland Expression: \$48.00
- Full Service Grooming: Pricing based on breed and request.

Feline Services:

- Purr Time (15 Minutes): \$15.00
- Pedicure: \$33.00
- Brushing Coat: \$15.00
- Anal Gland Expression: \$48.00

Service add-ons are priced per time used. A representative will go over any requests or add-ons at time of check-in to ensure your pet is receiving the best care possible.

Additional Services ***Cost is per service unless otherwise stated***:

- Medication/oral supplement ***per administration***: \$5.54
 - ***Medications must be in original prescription bottle with drug label.***
- Diabetic Care ***per day***: \$23.00
 - ***Diabetic care includes both insulin doses; does not include additional medications or oral supplements.***
- Frontline ***required if not on flea/tick preventative***: \$27.50-\$55 dependent upon pet's weight.

No personnel are on the premises overnight. Pets will only be admitted & discharged during regular office hours. Boarding hours are 8:00am - 4:00pm Monday-Friday, 8:00am - 12:00pm Saturday. We will not be doing check-ins or check-outs on days our office is closed. Pets checked out after 4:00 pm will be charged an after-hours fee. This is to ensure proper care and cleanliness. Boarding fees are due in full at time of discharge.

Check-in times are 8:00am-4:00pm Mon.-Fri, & 8:00am-12:00pm Sat.

Check-out times are 8:00am-4:00pm Mon.-Friday, 8:00am-12:00pm Saturday

On holidays our office is closed, we will not do check-ins or check-outs.

Holidays include: New Year's Day, Presidents' Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving Day, Day After Thanksgiving, Christmas Eve, & Christmas Day.



Pet Resort Pricing & Policies



Preventative Care:

Requirements for Dogs:

- Rabies: puppy vaccine, booster one year later, then every 3 years.
- DHPP: Initial series, booster one year later, then every 3 years.
- Bordetella: Annually
- Fecal screen with Giardia: every year, must provide proof of negative results prior to stay.
- Flea/Tick Prevention: monthly application performed by us, or proof of purchase required.

Requirements for Cats:

- Rabies: kitten vaccine, booster one year later, then every 1 or 3 years (indoor and outdoor).
- FVRCP: initial series, booster one year later, then every 3 years (indoor and outdoor).
- Leukemia: initial series, booster one year later, then every 3 years (only required for outdoor cats/cats living in households with outdoor cats).
- FeLV/FIV Test: at least one negative test for indoor kittens/cats during their lifetime (outdoor cats/cats living in households with outdoor cats must be tested yearly).
- Flea/Tick Prevention: monthly application performed by us, or proof of purchase required only required for outdoor cats).

*** Refer to “Frequently Asked Questions” for a list of approved flea & tick preventatives.***

We require vaccinations to be administered at least 7 days prior to boarding. Dogs and cats exempt from any preventative care requirements (i.e. age, medical conditions) must provide proof from their veterinarian or be determined exempt by our trained nursing staff.

We do ask that you bring your own food for your pets so they don't endure GI upset during their stay. If you do not bring your own food, the additional fee is \$16.00 per day your pet requires food (we provide Purina EN). If you bring your own food and run out, you will be charged \$16.00 per day your pet requires food.

We require a short check-in with a boarding staff member and history for each pet before they are allowed to board to ensure excellent boarding and medical care. Please allow for 20 minutes. All medications prescribed by a veterinarian must be given during the pet's stay, at an additional fee. Medications must be in original prescription bottles with drug labels.

Both dogs and cats must provide proof of a veterinary exam within the last 12 months. Pets requiring examinations must see a veterinarian prior to boarding.

We will make every effort to keep our boarding, grooming, and hospital environment safe and clean. However, occasionally pets become ill or injured and require medical attention. We will make every reasonable attempt to contact owner/agent prior to treatment. However, any animal that requires emergency or immediate veterinary attention will receive it from our veterinarians at our discretion and at the owner's expense.

If boarding multiple pets at one time and pets require that they be separated for feedings and/or have any aggression towards each other, then it is required to book two rooms for this separation.

We reserve the right not to board pets if they are aggressive, sick, not current on preventative care, less than 16 weeks of age, “in-heat”, or for other reasons at the discretion of the boarding manager and clinic staff.

Owner/Agent Signature: _____ Date: _____

Owner/Agent Printed Name: _____

Check-in times are 8:00am-4:00pm Mon.-Fri, & 8:00am-12:00pm Sat.

Check-out times are 8:00am-4:00pm Mon.-Friday, 8:00am-12:00pm Saturday

On holidays our office is closed, we will not do check-ins or check-outs.

Holidays include: New Year's Day, Presidents' Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving Day, Day After Thanksgiving, Christmas Eve, & Christmas Day.



Pet Resort Pricing & Policies



Owner Release Form

I understand that Ocotillo Animal Clinic & Pet Resort cannot guarantee the health of my pet. I will not hold the clinic responsible for health problems that are unpredictable and unavoidable in boarding kennels. Such as, but not limited to: weight loss, upper respiratory infections, bronchitis, and diarrhea.

I understand that all pets admitted to the clinic and pet resort must be protected against communicable and contagious diseases and must be free of internal and external parasites, or will be treated upon entry or discovery at the owner/agent's expense. I also understand that vaccinations are not 100% protective.

I will contact my veterinarian and have medical records faxed to Ocotillo Animal Clinic & Pet Resort to provide proof of preventative care and information on any medical conditions prior to boarding. I give Ocotillo Animal Clinic & Pet Resort permission to contact my veterinarian if necessary.

I understand that in the event of my pet's illness, the staff will immediately attempt to contact me or my agent to discuss the problem and treatment options. If I cannot be reached immediately, I authorize the staff to initiate appropriate treatment until my agent or I can be reached.

Should an EMERGENCY arise, I authorize the medical staff to sedate my pet and/or perform such emergency procedures as may be necessary for the health of my pet until I can be notified. I agree to pay, in full, all charges for necessary services rendered for and to my pet.

The clinic is to use all reasonable precaution against the injury, escape, or death of my pet. The clinic and staff will not be held liable for any problems that develop provided that reasonable care and precautions are followed.

I understand that the clinic is not responsible for loss or damage to personal items left with the pet, including, but not limited to leashes, collars, toys, and bedding.

I understand that Ocotillo Animal Clinic & Pet Resort is not responsible for matting of the coat that may occur as a result of normal boarding activities. I am aware that for an extra fee, a daily brush out can be requested for my pet(s) if I have concerns about the condition of their coat.

I will call if my "pick-up-date" changes so the staff can plan accordingly. If I neglect to pick my pet up within 5 days of the date scheduled for discharge and do not notify Ocotillo Animal Clinic & Pet Resort, I authorize them to take the necessary steps for dealing with abandoned pets.

A \$50 deposit per room booked is required at the time your reservation is made. Reservations must be cancelled by 8am, 72 hours prior to check-in date to qualify for refund of deposit. If cancelling outside of business hours you must leave a voicemail. Deposits are non-refundable without 72 hours advance notice of cancellation. Deposit will be applied toward the boarding charges.

I have been provided with a copy of the boarding policies and had the opportunity to discuss any concerns with the staff.

Thank you for trusting Ocotillo Animal Clinic & Pet Resort with the care of your pet(s). In order to provide the best possible care for your pet(s), we have taken the necessary steps to ensure they are current on preventative care and healthy upon presentation, and that we have the necessary information to contact you if any unfortunate emergencies arise. Thank you for your cooperation and we hope you and your pet(s) use our services in the future.

Owner/Agent Signature: _____ Date: _____

Owner/Agent Printed Name: _____

Check-in times are 8:00am-4:00pm Mon.-Fri, & 8:00am-12:00pm Sat.

Check-out times are 8:00am-4:00pm Mon.-Friday, 8:00am-12:00pm Saturday

On holidays our office is closed, we will not do check-ins or check-outs.

****Holidays include: New Year's Day, Presidents' Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving Day, Day After Thanksgiving, Christmas Eve, & Christmas Day.****



Pet Resort Pricing & Policies



Canine Boarding Admission Form

Owner of Animal:

Name: _____ Phone Number: _____

Emergency Contact: _____ Phone Number: _____

Patient:

Name: _____ Sex: _____ Breed: _____ Color(s): _____

Drop-Off Date & Time: _____ Pick-Up Date & Time: _____

Package Wanted (Standard, Premium, or Luxury): _____

Does your pet have any health issues? _____

Is your pet diabetic? Yes _____ No _____ ****Diabetic Management is \$23.00 per day.****

Does your pet require medications or supplements? Yes _____ No _____ ****\$5.54 per administration.****

Names of Medications: _____

****Please provide detailed instructions on the separate medication sheet provided**

Is your pet on flea & tick preventative (REQUIRED)? Yes _____ No _____ ****If no, we apply a single dose of Frontline (\$27.50-\$55). If yes, write the brand and date given: _____**

Did you provide your own food? Yes _____ No _____ ****If no, we will provide Purina EN at a cost of \$16.00 per day your pet requires food. If you bring your own and run out, you will be charged \$16.00 per day your pet requires food.**

Amount per feeding _____ AM? _____ Lunch? _____ PM? _____

Please list any allergies to medications, food, fragrances, etc.: _____

Can we add our wet food (Purina EN) if they are not eating their own food? Yes _____ No _____

Can your pup have some peanut butter as a treat/ for an art project? Yes _____ No _____

Does your pet have food and/or cage aggression? _____

Has your pet ever shown reactivity/aggression towards any people or other pets? _____

Do your pets need to be separated for feeding? Yes _____ No _____ ****for same family pets only**

****Pets requiring separation for feeding or aggression are required to book two rooms.****

Services to add to Standard Package

Service	Cost	Yes/No	How Many?
Personal Play Time	\$27.00		
Peanut Butter Filled Kong	\$8.86		
Brushing Coat	\$15.00		
Brushing Teeth	\$15.00		
Boarding Bath (towel dry only)	\$30.00 to \$56.00 **Based on Weight		
Pedicure	\$33.00-\$52.00		
Anal Gland Expression	\$48.00		
Full Service Groom **	Priced on breed & request		

****Regular grooming services include bath, brush, nails, ears, and haircut if needed.****

Check-in times are 8:00am-4:00pm Mon.-Fri, & 8:00am-12:00pm Sat.

Check-out times are 8:00am-4:00pm Mon.-Friday, 8:00am-12:00pm Saturday

On holidays our office is closed, we will not do check-ins or check-outs.

****Holidays include: New Year's Day, Presidents' Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving Day, Day After Thanksgiving, Christmas Eve, & Christmas Day.****



Pet Resort Pricing & Policies



Feline Boarding Admission Form

Owner of Animal:

Name: _____ Phone Number: _____

Emergency Contact: _____ Phone Number: _____

Patient:

Name: _____ Sex: _____ Breed: _____ Color(s): _____

Drop-Off Date & Time: _____ Pick-Up Date & Time: _____

Package Wanted (Standard, Premium, or Luxury): _____

Does your pet have any health issues? _____

Is your pet diabetic? Yes _____ No _____ ****Diabetic Management is \$23.00 per day.****

Does your pet require medications or supplements? Yes _____ No _____ ****\$5.54 per administration.****

Names of Medications _____

****Please provide detailed instructions on the separate medication sheet provided**

Is your cat indoor/outdoor? Flea and tick preventative is **REQUIRED** for outdoor cats only

****If outdoor and not on preventative, we apply a single dose of Frontline (\$27.50 - \$55.00). If yes, write the brand and date given: _____**

Did you provide your own food? Yes _____ No _____ ****If no, we will provide Purina EN at a cost of \$16.00 per day your pet requires food. If you bring your own and run out, you will be charged \$16.00 per day your pet requires food.**

Amount per feeding _____ AM? _____ Lunch? _____ PM? _____

Please list any allergies to medications, diets, fragrances, etc.: _____

Can we add our wet food (Purina EN) if they are not eating their own food? Yes _____ No _____

Has your pet ever shown reactivity/aggression towards any people or other pets? _____

Services to add to Standard Package

Service	Cost	Yes/No	How Many?
Personal Purr Time	\$15.00		
Brushing Coat	\$15.00		
Pedicure	\$33.00		
Anal Gland Expression	\$48.00		

Check-in times are 8:00am-4:00pm Mon.-Fri, & 8:00am-12:00pm Sat.

Check-out times are 8:00am-4:00pm Mon.-Friday, 8:00am-12:00pm Saturday

On holidays our office is closed, we will not do check-ins or check-outs.

****Holidays include: New Year's Day, Presidents' Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving Day, Day After Thanksgiving, Christmas Eve, & Christmas Day.****



Pet Resort Pricing & Policies



Frequently Asked Questions: Boarding

Is someone present on the premises overnight?

Ocotillo Animal Clinic & Pet Resort takes the responsibility for the safety and care of your pet(s) very seriously. We do not have staff in the pet resort overnight; however, we maintain a clean, safe environment with an alarm system to ensure the safety of your family members.

What preventative care is required for boarding?

Specific requirements for preventative care are listed in Boarding Policies. The requirements are based on the age, species, and lifestyle of each pet. They have been developed to help us provide the best possible care and minimize the risk of problems for your pet(s).

Should I bring my own food?

Yes. We recommend you bring your pet's own food to reduce the chances of potential problems with feeding a brand new diet in a potentially unfamiliar environment.

Can I bring my toys and bedding for my pet?

We are no longer accepting bedding or toys from home. We provide raised "cozy" cots and plenty of soft bedding to keep your pet comfortable throughout their stay. We have a playroom full of toys of all kinds to keep your pet entertained.

Does my pet require a bath on departure?

No- it is an option to add this on to your stay to keep your furry friend squeaky clean.

Can I just drop my pet off and go?

No. You will need to meet with one of our trained boarding staff members. They will take a brief history of feeding schedules and medications (if any) so that we are able to provide the best possible care to your pet during his/her stay at our resort. Please allow 15-20 minutes for check-in to boarding.

Can we keep our pets in the same suite?

Yes, but if they do need to be separated for feedings and/or they do not get along, you are required to get two rooms.

Do you have grooming?

Yes. We have experienced groomers on staff that will be happy to discuss the grooming services we provide Ocotillo Animal Clinic & Pet Resort with you.

What type of cooling system do you have?

Our Pet Resort has an air conditioning cooling system and separate vents and ducts for each "closed" suite.

Can I tour your facility at any time?

You are welcome to call and schedule a tour of our Pet Resort anytime during normal business hours. We also have a virtual tour online that you can access any time.

Do you board pets other than dogs and cats?

No. At this time we are not equipped to board other pets.

Will my cat be allowed outside their condo?

Yes. Single cats or cats from the same family will be allowed to roam in the cat room twice daily.

Do you offer pick-up and delivery service?

Check-in times are 8:00am-4:00pm Mon.-Fri, & 8:00am-12:00pm Sat.

Check-out times are 8:00am-4:00pm Mon.-Friday, 8:00am-12:00pm Saturday

On holidays our office is closed, we will not do check-ins or check-outs.

****Holidays include: New Year's Day, Presidents' Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving Day, Day After Thanksgiving, Christmas Eve, & Christmas Day.****



Pet Resort Pricing & Policies



No. At this time we are not able to offer these services.

Is there a veterinarian on the premises during normal business hours and on call after business hours?

Yes. There are multiple veterinarians on the premises during normal business hours and veterinarians are accessible after hours.

Can someone else pick up my pet?

Yes. Anyone listed on the Admittance Form with the authority to pick up will have to show identification prior to the pet's release.

Do you offer play-groups?

At this time we are not going to offer playgroups. We do offer one-on-one attention during the walks and optional, individual playtime to keep your family member stimulated and happy. Pets from the same house can be taken out together for walks and/or individual playtime as long as they get along well.

Do you board puppies, geriatric pets, and sick pets?

We do not board dogs and cats less than 16 weeks of age. We board geriatric and sick pets as long as they meet the requirements specified in the Boarding Policies/Release Form and are determined to be healthy for boarding during the entrance exam.

Do you require a deposit for reservations?

Yes. A \$50 deposit is required at the time your reservation is made. Reservations must be cancelled by 8am, 72 hours prior to check-in date to qualify for refund of deposit. If cancelling outside of business hours you must leave a voicemail. Deposits are non-refundable without 72 hours of notice of cancellation. Deposit will be applied toward the boarding charges.

Can my pet get sick while boarding?

We will make every effort to keep our boarding, grooming, and hospital environment safe and clean. However, some pets may develop unfortunate, unpredictable problems such as respiratory infections, sore throat, or diarrhea during or after boarding. The staff will immediately attempt to contact the owner or agent to discuss the problem and treatment options, and initiate appropriate treatment if necessary.

Approved Flea & Tick Preventatives (must provide proof of purchase):

| Simparica | Advantix | Bio Spot Defense | Certifect | DOG MD | Fiproguard Max | Frontline |
Nexgard | Bravecto | Pet Armor | Revolution | Vectra 3D |

Check-in times are 8:00am-4:00pm Mon.-Fri, & 8:00am-12:00pm Sat.

Check-out times are 8:00am-4:00pm Mon.-Friday, 8:00am-12:00pm Saturday

On holidays our office is closed, we will not do check-ins or check-outs.

Holidays include: New Year's Day, Presidents' Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving Day, Day After Thanksgiving, Christmas Eve, & Christmas Day.



OCOTILLO ANIMAL CLINIC & PET RESORT GROOMING SERVICES

Client #: _____ Pet's Name: _____ Owner's Name: _____

Contact Number: _____

Are there any health/medical concerns:

What grooming services to be done:

Regular grooming services include a bath, brush, nail trim, ear cleaning, and haircut if needed.

**External anal glands and ear hair removal available by request only. Internal anal glands are done by hospital technicians for an extra cost.*

Extras:

- ☐ Teeth brushing with breath spray | \$14.25
- ☐ Dremel nails (shorter and smoother) | \$22.00 - \$32.00

Packages:

- ☐ **Sensitive Skin Package \$16.75**

Includes oatmeal shampoo, conditioner, teeth brushing, and breath spray.

- ☐ **De-shedding Package Price Based on size**

Reduces shedding 60-80%. Special de-shedding shampoo, conditioner, and brushing with de-shedding tools.

Groomer will call when your pet is ready to be picked up.

You will not be charged for daycare if your pet is being bathed or groomed while boarding.

Signature: _____ Date: _____

Check-in times are 8:00am-4:00pm Mon.-Fri, & 8:00am-12:00pm Sat.

Check-out times are 8:00am-4:00pm Mon.-Friday, 8:00am-12:00pm Saturday

On holidays our office is closed, we will not do check-ins or check-outs.

Holidays include: New Year's Day, Presidents' Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving Day, Day After Thanksgiving, Christmas Eve, & Christmas Day.