

TOUR HOURS

Reservation is required



23947 Newhall Avenue, Newhall, CA 91321
www.EvergreenAnimalCareCenter.com
661-254-5102

Effective JULY 2021 **PET RESORT INFORMATION**

CHECK-IN

Mon-Fri: 9 AM - 5:00 PM
Saturday: 9 AM - 2:30 PM
Sunday: 9 AM - 2:30 PM

Viewing of Pet Resort available
ONLY during TOUR HOURS.

*Visitations not available as it is interruptive
for the care and servicing of our lodging pets.

*CHECK-OUT (with Grooming)

Monday - Friday
12 NOON - 5:00 PM

Saturday & Sunday
12 NOON - 2:30 PM

**As soon as your pet's groom service is complete...
we will call you for pet pick-up.*

CHECK-OUT (without Grooming)

***Daily: 9 AM - 1 PM**

*Late "Check-outs" after 1 pm require additional care
and will be charged a \$25 "daycare" fee unless
scheduled for a grooming service.

Pets not picked up prior to closing will be considered
"over-night" guests and will be charged for an
additional night's stay.

REGENCY I

(size 6 1/2' long x 3' wide)

\$48.50 per night
(first pet)

\$38.80 per night **20% OFF**
(additional pet(s) in same room)

Includes 3 potty breaks (15-20 min)

VIP SUITE (REGII)

(size 6 1/2' long x 4 1/2' wide)

\$54.50 per night
(first pet)

\$39.60 per night **20% OFF**
(additional pet(s) in same room)

Includes 3 potty breaks (15-20 min)

EXECUTIVE SUITE (REGIII)

(size 8' long x 4' wide)

\$58.50 per night
(first pet)

\$46.80 per night **20% OFF**
(additional pet(s) in same room)

Includes 3 potty breaks (15-20 min)

SKYLIGHT & PRESIDENTIAL

(size 11' long x 6 1/2' wide)

TV \$15 entire stay

\$76.50 per night
(first pet)

\$53.55 per night **30% OFF**
(additional pet(s) in same room)

Includes 4 potty breaks (15-20 min)

CATTERY

(room sizes vary)

\$35 per night
(first pet)

\$28 per night **20% OFF**
(additional pet(s) in same room)

DAYCARE

M-F 8-6 / SAT 8-3:30 / SUN 9-2:30

\$37/Canine guests

\$22/Feline guests

Additional pet(s) same day -20% off

A LA CARTE "ADD-ON's"

Extra Potty Break (10-15 min): \$6

Private Play (15-20 min): \$9

*"One-on-one" playtime with staff member.

Toys are allowed only with
"Private Play" add-on

Socialize Playtime (30 min): FREE

*Your pet gets to play with other dogs
just fill out a "Socialization" form.
(see receptionist for information)

Medications/ Vitamins

\$1.75 each
administration per
medication

VETERINARY SERVICES

*DISCOUNT EXAM SPECIAL

\$44 (Regular \$56)

*Exam discount offered to
boarding, grooming and vaccine clinic guests

HOSPITAL DISCOUNTS

SPAY, NEUTER & DENTAL CLEANING

(Ask receptionist for information)

DISCOUNT VACCINE CLINIC

Wednesdays: 9am-12 & 3-6pm

Saturdays: 10am - 2pm

Prices are subject to change without notice.

We at Evergreen Animal Care Center are committed to providing the highest quality care for all of your pet's needs with the upmost love and respect. We welcome you into our family and pledge to take care of your pets as if they were our own, Evergreen Staff

GUEST POLICIES

HEALTH POLICY

The Pet Resort at Evergreen Animal Care Center will not accept any guest that has any of the following conditions:

Guests that have a terminal illness and are in the late stages of that illness.

Guests that have had a communicable illness of any type within the last 30 days prior to "check-in".

Guests that require medical treatment beyond the administration of oral or topical medications (*see receptionist for information*)

The Owner/Guardian/Owner's agent specifically agrees that the pet has not been exposed to or affected by any contagious disease in the last thirty (30) days prior to "check-in".

VACCINATIONS

We highly recommend vaccinations administered seven (7) days prior to the scheduled "check in" date, immunity may not be complete and the pet may not be fully protected.

ALL guests must be at least (4) months of age & have proof of current vaccines on file.

CANINE GUESTS

DHPP—within 1 year or 3 years

Bordetella—within 6 months

Rabies—within 1 year or 3 years

FELINE GUESTS

FvRCP—within 1 year or 3 years

Rabies—within 1 year or 3 years

FLEAS & TICKS

EVERGREEN is committed to maintaining a flea and tick free facility. The facility and grounds of Evergreen Animal Care Center are flea and tick free. For this reason, Evergreen requires that all guests at our resort be flea & tick free at the time of check in. If, upon inspection of your pet, fleas or ticks are observed, then your pet will be treated during their stay at Evergreen at your expense. The cost varies depending on the size of the pet. Please be sure to advise us if your pet has any allergies or has a history of sensitivity to these products.

GROOMING

For health and sanitary reasons, all guests that board **3 nights or more** at Evergreen Pet Resort are required to receive a "Bath & Brush" on the day of scheduled "pick-up" (charged by breed of pet). **OPTIONAL:** You are always welcome to add a "Bath & Brush" or a "Full-Service Groom" with a one (1) or a two (2) night stay.

In the event that my pet is heavily matted additional charges will apply. EVERGREEN will use all precautions necessary for the safety of my pet. I have been informed and understand reactions such as irritation, or nicks to the skin, and agree not to hold Evergreen Animal Care Center responsible for any minor injuries to the skin that are a result of the de-matting process.

MEAL INSTRUCTIONS

Please package your pets kibble in zip-lock baggies measured per meal, per day for each pet with their name on each bag. If AM feeding is different from PM feeding please mark each bag AM and PM. If your pet is on can food, please put your pets name on each can. We also provide "Science Diet Sensitive Stomach" (dry and wet food) @ \$4.00 - \$5.00 per serving - *see receptionist*. All treats that can break-up in pieces with your hands are accepted. For the safety of your pet we do not accept rawhide or hard type treats.

PERSONAL ITEMS

For the safety of your pet we do not accept personal items with the exception of a bed, which is required to be in good condition

(NO BLANKETS or TOYS WILL BE ACCEPTED; BEDS ONLY) All rights are waived when handing over your pets' personal item. We cannot be held responsible if your pet soils or chews on the personal item. You acknowledge that your items may not be in the same condition as when they were left. Any soiled items will be removed from the room and placed in a bag for the comfort of your pet. Evergreen does not wash personal items. These items will be returned to you at the end of your pets stay.

PET LODGING & GROOMING RESERVATIONS

A valid credit card must be held on file in order to "hold" your boarding reservation for your pet(s) stay and for any "non-boarding" grooming reservations.

We accept Visa, Mastercard and Discover. We DO NOT accept American Express.

PAYMENT

Payment is due **at time of "check-in" for boarding guests.** We accept Visa, Mastercard, Discover, Care Credit, and cash.

Returned checks will incur a \$40 return check fee charged against credit card on file.

CANCELLATION POLICY

Boarding reservations must be cancelled at least three (3) days prior to arrival.

Failure to cancel three (3) days prior to arrival (including a "no-show") will result in a charge of one (1) night stay of room reserved per pet with credit card on file.

"Daycare guests" and "non-boarding" grooming reservations require 24-hour cancellation notice.

Failure to cancel or a "no show" will result in a \$35 charge (per pet) charged against credit card on file if a card is not present there will be a charge on the account for your next service .