

RESORT ENTRY REQUIREMENTS

Pet Resort Entry – Safety for ALL, including your VIP:

- **All dog/s** MUST be on a recognised & secure lead with a properly adjusted collar (maximum 2 finger gap). Dogs carried in, MUST also be on a secure lead.
- **All cats** MUST be securely crated.

The above applies at all stages of entry, including arrival, departure and includes all car parks. The car park is NOT an off leash area. Thank you. ☺

Check In / Departure:

Please allow sufficient time for our check in/out process & settling/preparation of pets. (suggest arriving at least 15-20' prior to closing for all customers checking in/out).

Trading Hours:

Monday to Friday*: 8am to 10am and 3pm to 5pm

*Wednesdays (**during above trading hours only**) by prior appointment

Saturday: 9am to 11am ONLY

Sunday: 3pm to 5pm ONLY

CLOSED: All Public Holidays. Please see website for other closures.

"Whitsunday Pet Resort DOES NOT offer an out of hours service – our VIP's thank you for respecting this policy".

Minimum VACCINATION STANDARD: Current C5 (Canine), F3 (Feline) vaccination required

- ALL PETS must be a minimum of 5 months of age, ALL Cats MUST be de-sexed.
- **VERY IMPORTANT: Please present a current vaccination certificate** to the C5 (Canine) or F3 (Feline) standard on your arrival.
- Vaccinations must be given in a continuous 12 monthly cycle.
- If your vaccination renewal has been given in *less than 14 clear days * prior to your arrival* you MUST also present your previous vaccination certificate, that has also been given in a continuous 12 monthly cycle.
- **VERY IMPORTANT:** If you have recently renewed an expired vaccination or upgraded your vaccination standard (e.g. C4 to C5), this **MUST** be discussed with us prior to entry; to ensure: a) your pet has sufficient time to build immunity & b) meets our standards.
- **Note - Puppies & Kittens** – A minimum course of all 3 puppy/kitten vaccinations must be completed, with the last vaccination completed no less than 14 clear days prior to a *next day* arrival date. * e.g. last vaccination on 1/4/15, for an arrival date of 16/4/15.

General Pet Presentation, Worming/Tick & Flea Control for all in-house VIP's:

Whitsunday Pet Resort prides itself on being a parasite free zone.

Information on the type of regular worming and tick/flea control is requested.

(Production of receipt/s; product box with date/s of last administration is suggested).

Alternatively, we can certainly assist with various options upon check in. Pets un-groomed and/or not clean, OR not having sufficient information and/or sufficient parasite protection upon entry, may be hydro bathed at the tick & flea rate, and /or treated as required by Whitsunday Pet Resort, and at the owner's expense.

All of our in house VIP's and customer certainly appreciate your assistance ☺

Payment options (for booking fee, balance due upon pets check in):

1. Personally and payment with cash, or eftpos / credit card.
2. Phone with credit card info. (best option for short notice booking), OR
3. Direct debit * to our bank account:

AC Name: Whitsunday Pet Resort Pty Ltd; **BSB:**062005; **AC No:**11001159

Payment Reference: Please ensure you have included your pets' first name and your surname e.g. "MollySmith"

*IMPORTANT - Evidence of direct debit payment is helpful : Please scan or email evidence of that payment, to ensure tracing & confirmation of your payment/s can be made. Funds must be cleared in time to meet booking conditions. Thank you.