



Information Sheet for Pet Resort Canines

We appreciate your decision to allow us to care for your pet!

Here at Upper Paw, we have high standards for our Pet Resort and look forward to helping your dog settle in. The following information will show you what it means to be a guest at our resort.

Our Facility:

Our Pet Resort is located on the second floor of Austin Urban Vet Center- just a quick trip up the elevator. We are a completely **indoor** facility. This ensures safety from some of the outdoor urban environments. All of our dogs use our indoor potty park that utilizes artificial turf; do you think your dog may not “go” inside? Most of them adjust very well and learn within the first day. Our veterinary hospital is conveniently located downstairs if you would like any veterinary services performed during your pup’s stay. We arrive at 6:30am to feed and potty each guest and they play from 9am-4pm (Monday-Friday). Dinner time is at 4pm and the last potty break at about 6pm. Each of our 23 suites are specifically catered to each guest and you are more than welcome to give us any information about your canine family member that will help us make their stay more enjoyable.

What to pack:

We provide all of the essentials for a comfortable stay: Pet Cot, bedding, food & water bowls, our house food (Royal Canine GI Low Fat), a small Plasma screen that plays the Dog Channel during the day, and a webcam to check in on your canine companion that you can access from your cell phone or computer. However, you can bring any food they are used to eating, toys, treats or bedding that you would like to add to their room (we do not permit rawhides in the room with them). In addition, Upper Paw staff members are highly trained in administering medications if necessary.

Upon Check In:

-Staff will greet you and your pup and assist you in filling out the overnight pet resort form

-If you would like your dog to participate in group play, we will ask you to fill out a Playcare Application to give us some background information on your dog to evaluate which group will best suit them. If you do not wish for them to participate in play, they will get plenty of individual time with our wonderful staff members (approximately 5-6 play times per day)

-If you are dropping off Monday-Friday, we encourage you to drop off between 7am and noon so we can perform their evaluation, give them a chance to get acclimated to our environment and give them a fair amount of play.

After Check In:

-After you drop off, we will perform the playcare evaluation to see which group will best suit them. We have about 3-4 play groups running throughout the day; each is grouped according to age, size and temperament.

-If for some reason your dog does not pass the evaluation, they will be receiving quality individual time for the remainder of their stay. We may suggest other potential options for your pet.

If you have any further questions regarding your pet’s upcoming stay, please call our Upper Paw Cell Phone (737) 703-8424 or call our AUVC Main Line and ask for Upper Paw (512) 476-2882

Reception Hours: 7am-4pm Monday-Friday

Pick up/ drop off hours: {Monday-Friday: 7am-4pm} {Saturday: 8am-noon or 4:30-5:30pm} {Sunday: 4:30-5:30p}