



### Information Sheet for Pet Resort Felines

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 cat settle in. This following information that will show you what it means to be a guest at our resort.

#### Our Facility:

Our Kitty Condo area is tucked strategically to the far left of our boarding facility upstairs—just a short elevator ride to the second floor from the veterinary clinic. The placement of our cat area ensures that our feline companions are not bombarded with the sights and sounds of our noisier canine guests. Each of our 9 cat suites comes equipped with food bowls, water bowls (filled with filtered water daily), a litterbox, two “kitty cities” or cat towers, kitty toys, bedding and 7 of these suites even have their own window perch that overlooks 5<sup>th</sup> street. At 9am daily, we clean each suite, empty and fill water bowls with fresh *filtered* water, provide fresh food, empty each litterbox and provide a fresh box with new litter, and provide cuddles for each feline guest (or space, if that’s what they prefer). Each guest will receive play time in our “Cat Commons Area” for at least one hour per day where they will be free to roam individually and play in our large cat towers or perch on our windows overlooking downtown. We feed dinner around 5pm, re-tidy each suite, top off their water and tuck them in for the night.

#### What to pack:

We provide all of the essentials for a comfortable stay: bedding, food & water bowls, fresh filtered water, kitty cities, cat towers, cat toys and our house food (Royal Canin Adult Feline). However, you can bring any food they are used to eating, toys, treats or bedding that you would like to add to their room. In addition, Upper Paw staff members are highly trained in administering medications if necessary.

#### Upon Check In:

-Please notify a receptionist at the front desk that you have a feline guest ready to check in for boarding. This ensures that an Upper Paw Staff Member can come down to greet you and provide a quiet entrance for you and your cat should there be any dogs “out and about” during play time. We want to make sure your kitty is as comfortable as possible and not startled by our canine guests.

-An Upper Paw Staff Member will ask you to fill out our overnight boarding form that will provide details for your cat during his/her stay (i.e. feeding instructions and emergency contact information). If you wish to fill these forms out prior to your stay, you can find them on our website in the Pet Resort section

#### After Check In:

-We are quite familiar with the stages cats go through with boarding, and we know moving them out of their home environment can be a challenge for them. During their entire stay we will do everything we can to ensure they are comfortable and happy whether it be spraying *Feli-way* in their room each day (a calming pheromone) or giving them special canned food to win them over. Please let us know if they prefer any special treats or food that you’d like to bring along. We want each feline guest to leave happy!

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}