



Paws on the Duck Pet Resort and Salon
200 Bear Creek Pike
Columbia, Tennessee 38401
931.548.8877
pawsontheduck.com

Thank you for visiting our facility. We hope you found things as homey and inviting as we intended it to be. We know there is no place as comfortable for your pet as your own home but the staff at Paws on the Duck strive to make each individual guest's stay as good as they possibly can. If you have already or should you choose to schedule a stay with us the following information may be helpful while preparing for your pet's stay. We look forward to pampering your babies the way they deserve while you are away.

Immunization Requirements

All pets are required to have the below immunizations. These are to be administered under the care of a licensed veterinarian who will also be the holder of the official immunization records. There are no exceptions allowed as we feel strongly about the health of all our furry friends who come to Paws on the Duck.

Dog: Rabies, Distemper/parvo, and Bordetella

Feline: Rabies and FVRCP

Medications

We will be more than happy to administer any required medications or supplements during your pet's stay. It is necessary that any medications/supplements that we administer to be in original packaging from manufacturer or your vet's prescription vial. Altered or out of package medications will not be accepted. For safety reasons medications/supplements will only be administered according to package directions. **No off-label administration will be allowed.** There is an additional charge of \$3.00 per day of stay for this service. Please include enough medication for their entire stay.

Diet

At the lodge we provide a high-quality low residue diet manufactured by Royal Canin or Purina Pro Plan to all our guests. Many pets are more comfortable eating the diet they are used to. Foods may be brought canned or dry either in containers or individual portions. There is no additional charge for use of our diets. Dietary change in the lodging setting can often cause upset stomach or diarrhea. Please provide our caretakers with any special instructions at check-in. Please notify our caretakers of any **food allergies** at check-in. **No raw or undercooked meat or meat byproducts will be handled by our staff as they present a food safety handling hazard.**

Medical

Care Guests with life-threatening illness may require care that our facility is not equipped for. Please notify caretakers of any chronic or acute illness your pet may have prior to check-in. If your pet is being seen by your veterinarian for a current condition, please provide all contact information for your veterinarian and a summary of your pet's medical condition. **No pets with current or recent contagious illnesses will be allowed to lodge in our facility. Additionally, all pets must be able to move around under their own power to lodge in our facility.** If your pet has any food or other allergic conditions, please notify us upon check-in.

Belonging





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Many of our guests like to bring belongings from home. Paws on the Duck and our staff are not responsible for lost or damaged belongings. We provide each pet with food and water bowls along with Kuranda beds and fleece blankets providing they do not chew on them. Since we launder **all bedding** daily there are no retained smells. Due to our cleaning standards and the fact we provide beds and blankets we respectfully request you leave yours at home. Some pets behave differently during a lodging stay and may damage their own belongings. Any damaged toys, bedding or other items will be removed from your pet's suite as soon as damage is noticed. Some types of toys are not deemed safe by our veterinary advisors for unsupervised play and will not be given to your pet during their stay with us. Toys should be of a non-destructible type such as Kong or Nylabone. **Rawhides, pig ears, antlers and natural bones among other things will not be fed during a stay with us as they may cause digestive problems that could require medical attention.**

Check in/Check Out

Check in time is after 1 pm Monday through Saturday. Check out time is before 11am Monday through Saturday. Early check in or late check out special arrangements can be made upon request. To allow for medication administration of the pets staying with us we request first drop-off not be before 7:30am and last pickup no later than 5:30pm. Check in or check out on Sundays/holidays is by appointment only. (All Sunday/holiday check outs must settle bill prior to Sunday/holiday.) Sunday/holiday staff will not release pets unless prior arrangements have been made and cannot check out a pet outside of scheduled times so, please plan accordingly and notify our front desk on Saturday if any changes need to be made. All dogs being released on a Sunday or holiday will have an orange sheet of paper authorizing the pet(s) named to be released on the stated date. It is advised to take a picture of the sheet as a picture of the release sheet is also honored by Sunday/holiday staff for release verification.

Business hours are Monday through Saturday 7 am – 6 pm, Sunday by appointment only with the pickup times being between 1:00pm and 4:30pm.

Salon Services

Want your pet to go home smelling better than when they arrived or looking like a movie star? Let's schedule them for a groom or bath before they check out. Salon packages are available for all our cat and dog guests.

We look forward to your pet's exciting time with us and can't wait to get to know them. If you have any questions or concerns about their stay prior to check-in, please don't hesitate to call us at any time. (931.548.8877)

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