

Dear Thousand Hills Pet Resort Family:

We have proudly served San Luis Obispo County since 2005 as the premier pet boarding and daycare facility. We are truly honored to be able to provide the most caring, friendly, and fun services to our community and their beloved pets. In order to ensure we can continue providing exceptional services to the community, **new rates for daycare and boarding will go into effect for reservations created on or after December 15th, 2023.** Our new rates will be available on our website and are reflected on our price sheet, which is available in our office. Reservations created before December 15th, 2023 will remain at the prices you were quoted.

Over the past year, our team has been working diligently to go above and beyond for your pets. We have increased the amount of staff time each dog receives, offering events you and your pet can enjoy, instated new internal policies to address natural disasters and increased canine cough cases, as well as increased our management training to include Fear Free® certification. We will also continue to weigh each boarding dog at arrival and closely monitor each dog's health by performing multiple physical checks of each dog daily and documenting anything that we may find concerning.

These new rates will enable us to continue to provide the quality and breadth of services that you and your best friend love and have come to expect here at Thousand Hills. These new rates are due to increasing wage requirements and operation costs. **Thank you** for choosing Thousand Hills Pet Resort, a program of Son Care Foundation, to care for your beloved family members. 100% of our profits goes to funding our non-profit programs, including New Life K9s Service Dogs. Our office staff can answer any questions about the new rates. Thank you for your continued support and understanding.

Sincerely,

Thousand Hills Pet Resort Staff





Thousand Hills Pet Resort

173 Buckley Road, San Luis Obispo, CA 93401

Call: (805) 596-0112 | Text: (844) 557-0805 | Fax: (805) 715-0507

www.thousandhillspetresort.com | thpr@thousandhillspetresort.com

Hours of Operation: **Mon-Fri: 7:30am-6:00pm** | **Sat-Sun: 8:00am-5:00pm**

Daily Office Closure: **12:00pm-1:00pm**

We are a year-round premium pet lodging, daycare, grooming, and training facility. We specialize in making your pet feel like they are on vacation, while you are on vacation! All of our profits goes to supporting Son Care Foundation's non-profit programs, including New Life K9s Service Dogs and Alpha Academy Mentoring.

Overnight Dog Lodging

	Privacy Suite	Cottage	Suite	Bunkhouse/Mini (Crate)
1 Dog	\$89	\$88	\$68	\$50
2 Dogs	\$121	\$108	\$88	\$70
3 Dogs	\$153	\$118	\$98	\$80
4 Dogs	N/A	\$128	\$108	\$90
10% Discount for Reservations of 10 to 21 Nights 15% Discount for Reservations of 22+ Nights				

- Current Rabies and DHPP vaccinations and a 1 night deposit are required to reserve lodging.
- For all boarding stays, dogs from separate households cannot share the same overnight room.
- **Check out time is 12:00pm on the departure day. If checking out later than 12:00pm, a daycare fee will be applied.** Please see the below chart for the daycare rates.
 - The daycare fee can be waived if a full service bath is completed on the departure day.
- **Holiday Rates apply on specified date blocks.** Please see the Holiday Rates section on reverse.
- A free evaluation day is required before any overnight visits.

Doggie Daycare

	Short Sessions (3 Hours or Less/No Packages)	Single Full Day (3 Hours or More)	5 Day Pass	20 Day Pass
1 Dog	\$20	\$39	\$178 (\$17 Savings)	\$599 (\$181 Savings)
2 Dogs	\$30	\$49	\$228 (\$17 Savings)	\$799 (\$181 Savings)
3 Dogs	\$40	\$59	\$278 (\$17 Savings)	\$999 (\$181 Savings)
4 Dogs	\$50	\$69	N/A	N/A

- For single day daycare, additional dogs in the same family are \$10/day.
- Passes do not need to be used consecutively and expire after 5 years.
- Passes are non-refundable and cannot be exchanged for boarding credit.
- Passes may only be applied toward the daycare fee of boarding reservations if checkout is after 12pm.
- Early Daycare Drop-Off (6:30AM - 7:30AM weekdays/7:00AM - 8:00 AM weekends) is an additional \$5.00 per dog.

Overnight Cat Condo

1 Cat	\$24
2 Cats	\$32
3 Cats	\$40
10% Discount for Reservations of 10 to 21 Nights 15% Discount for Reservations of 22+ Nights	

- Each additional cat is \$8/night. Prices reflected in the chart above.

Cat Daycare

1 Cat	\$10
2 Cats	\$14
3 Cats	\$18

- Cat Daycare requires a reservation.
- Early Drop Off is an additional \$2.00 (6:30AM - 7:30AM weekdays/7:00AM - 8:00 AM weekends) per cat.

Baths (Dogs only)

- Rates are based on coat length and size (\$45-\$74).
- For an estimate, please send a current picture of your pet to our email at thpr@thousandhillspetresort.com.

Training (Dogs only)

- We offer one-on-one lessons, group classes daycare & train, and board & train!
- Visit our website for more information and pricing! www.gentlepets.com

Holiday Rates 2023-2024

- An additional rate of \$12/night for each room (Suites and Cottages) will apply to all reservations made within the Holiday periods.
- For dogs in Bunkhouses or Minis, the \$12/night fee will be charged per family.
- For all cat boarding reservations, an additional fee of \$7/night per family will apply.
- There is a 3 night minimum reservation or charge for the Thanksgiving, Christmas, and New Year's Holidays
- 72 hour cancellation policy for Holiday Reservations - if you cancel more than 72 hours before the first day of your reservation, we refund your deposit.

Holiday Dates

- Easter (3/28-4/1), Mother's Day (5/9-5/13), Memorial Day (5/23-5/28), Father's Day (6/13-6/17), Independence Day (7/1-7/8), Labor Day (8/29-9/3), Thanksgiving (11/22-12/2), Christmas (12/20 - 12/27), New Year's (12/28 - 1/3)

Closed to the Public Dates (No drop-offs, pick-ups, or Daycare)

- Easter (Mar. 31), Fourth of July (July 4), Thanksgiving (Nov. 28), Christmas (Dec. 25), New Year's Day (Jan. 1)

Cancellation and Pick-Up Policies

- Deposits are refundable up until 24 hours before the reservation start date (Holiday reservations are 72 hours).
- No-show training and grooming appointments will be charged the full cost or session.
- Boarding and daycare dogs who are not picked up by closing on their leave day (Monday through Friday: 6pm; Saturday and Sunday: 5pm) will be boarded and will incur a \$15 charge in addition to the regular boarding cost.

Vaccinations

- We require proof of current vaccination records for all pets before staying with us. Pets **must be current for at least 7 days** on all vaccinations before visiting. Records can be emailed or faxed by owners or veterinarians or uploaded to your customer portal.

Dogs: Rabies and Distemper-Parvo (DHPP)

Cats: Rabies and FVRCP

Plan your pet's stay at ThousandHillsPetResort.com!