

ANDERSEN PET LODGE ADMISSIONS POLICY

Priority booking is reserved at all times for military and Department of Defense personnel stationed on Andersen Air Force Base (AAFB). Other military on Guam are considered on a space available basis. The facility manager will make every effort to ensure incoming pets qualify for the **5 days or less** quarantine period as opposed to the 120-day quarantine; however, most of that effort must come from **the pet owner and the veterinarian** prior to the transport. No less than 30 days prior to reserving a kennel, the pet owner must send our facility manager confirmation from their veterinarian and the Department of Public Health that the pet (or each pet if more than one is to be boarded) meets the **5 days or less or 120 quarantine program** requirement. If this notification is not received by the stated deadline, the pet owner may be denied reservation(s) to the Andersen Pet Lodge. This policy is mandatory for reservations for non-AAFB affiliated personnel.

Reservations will be made once quarantine program requirements (**5 to 120 days**) are verified by the Department of Agriculture. Pet owners have the option to pay quarantine fees weekly, bi-weekly or monthly. A fee of \$225.00 for each pet includes airport pick-up and up to 5 days quarantine, **Gov Guam Off-Duty and Custom Fees are NOT included.** Additional fees will be assessed for each day after. **Fees collected are used for wages, training and operating supplies, therefore, must be paid at the end of each month if your pet is to stay with us for more than 30 days.**

If our facility is contacted after the pet owner has received confirmation of a reservation at another quarantine facility, arrangements will not be made for a transfer of reservations to our facility.

Our facility is open 7 days a week including federal holidays; pet owners can visit their pets daily by appointment from 11:00 am to 4:30 pm. Airport pick-ups or admissions service is also offered daily based on arrival schedules.

During the peak PCS season our facility may accept reservations only from personnel stationed on AAFB. We regret this inconvenience to others, but no other option is currently available. If the pet owner requires our facility only for quarantine at that time, we recommend that arrangements be made for care with another person so they may transport the pet(s) to our facility at a later date when space becomes available.

NOTE: We have limited space and therefore Andersen AFB active personnel will have the priority, other cases will be treated based on space availability. **A \$25 deposit is required for boarding reservation;** deposit can be made by check, Visa or Master Card only to guarantee kennel space and will be applied toward kennel fees. Refunds will not be made for cancellation less than 10 days prior to reservation date, unless dictated by mission. Pet owners have the option to pay kennel fees weekly, bi-weekly or monthly. **Fees collected are used for wages, training and operating supplies, therefore, must be paid at the end of each month if your pet is to stay with us for more than 30 days.** We do appreciate all concerns, comments and recommendations that will help make our facility the best it can be. Please understand that many of the rules and policies are regulated by the Government of Guam and cannot be changed by our facility. The highest Quality of Life is our ongoing goal!