

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 30-day 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 30-day quarantine 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 the 30-day quarantine requirements are verified by the Department of Public Health and a fifty per cent deposit is received (\$225.00 per dog, and \$180.00 for cats). If a cancellation is made 30 days or less from the reservation date, the deposit will be non-refundable. If the reservation is cancelled prior to 30 days before the reservation date, a partial refund will be made (\$150.00 is non-refundable once the guarantee for kennel space is provided).

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 will be closed to visitation on all federal holidays. There will be no airport pick-ups or admissions on these days so that our staff may enjoy these days with their families. Obviously, we are there a few hours in the morning and evening to tend to the pets.

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: This is a new facility and the expectation is we will have to revise policies from time to time as we learn the new process. 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.