

Standards of care at The Lodge at Island Exotics.

We will offer the following care as standard for your pet.

1. Diet: Oxbow timothy hay, oxbow alfalfa, species specific pellets, daily mixed leafy organic vegetables. If you wish to have other foods, you are welcome to provide for your pet.
2. Water: we offer filtered water for your pet, changed daily, with both a sipper bottle and a bowl available (except for hamsters).
3. Vitamins : guinea pigs will be given vitamin C daily.
4. Bathing: chinchillas will be offered a fresh dust bath every second day.
5. Grooming: your pet will receive basic grooming twice a week.
6. Hygiene: your pet's room will be cleaned with disinfectant once daily, with the bedding being changed once or twice as necessary.
7. Hygiene: your pet will be kept in the same room during the stay, with the same fittings, to reduce the risk of disease transfer.
8. Hygiene: our staff will disinfect their hands in between handling of pets.
9. Air conditioning: will be on 24 hours per day with the temperature being 22-24 degrees centigrade.
10. Monitoring: your pet will be weighed once a day, food and water intake, faeces and urine output and behaviour being recorded 3 times daily.
11. Room fittings: each room will have a water bottle, water bowl (except for hamsters), a house to hide in, clean bedding and soft bed to lie on, and bowls for foods. You may bring in additional furnishing such as a toilet. We sell toys and Timothy hay bungalows in our shop if you would like to give your pet a treat.
12. A health check will be given by our veterinary assistants, usually on the day of admission to check your pet's weight, skin, breathing and feet.
13. Veterinary involvement; there is an experienced Exotic vet available on site at Island Exotics every day, in case your pet becomes sick during the stay and needs to have a consultation.
14. We have staff on site from 9 am to 7 pm every day.
15. Lighting will be turned off overnight to allow rest and proper behaviour.
16. Our hotel is carefully designed to reduce stress and disease transfer as much as possible. We take measures to reduce risks of gut stasis including feeding a meal of oxbow critical care to every animal that does not eat within half a day of arrival.
17. Friends: we allow a maximum of two bonded animals per room, however if they fight we will need to separate them.
18. Visiting is allowed in the afternoon (for registered visitors only).
19. The owner will receive a WhatsApp photo daily of your pets.

港島薈的照顧準則

我們將為您的寵物提供以下照顧;

- 1.飲食：Oxbow 提摩西草，苜蓿，合適的糧，每日不同種類有機蔬菜，主人亦可自行帶備糧食。
- 2.水：我們為您的寵物提供過濾水，每天更換，同時提供一個水樽和水碗（倉鼠除外）。
- 3.維他命：天竺鼠每天服用維他命 C。
- 4.沐浴：龍貓每隔一天就會進行一次清爽的沙浴。
- 5.美容：你的寵物每週會接受兩次基本梳理。
- 6.衛生：您的寵物房間每天消毒一次，床上用品按需要更換一或兩次。
- 7.衛生：在逗留期間，您的寵物將使用相同的配件和須保持在同一房間，以減少疾病傳播的風險。
- 8.衛生：我們的工作人員將在處理寵物之間消毒雙手。
- 9.空調：每天 24 小時，溫度為 22-24 攝氏度。
- 10.監測：每天檢查體重一次，記錄食物和水的攝量，大，小便和行為三次。
- 11.房間配件：每個房間都有一個水樽，一個水碗（倉鼠除外），一個房子，乾淨的床上用品，軟床和食物碗。您可以攜帶自用的家具，如廁所。亦歡迎主人在我們的商店選購玩具給您的寵物。
- 12.我們的獸醫助理將進行健康檢查，通常在入院當天檢查您的寵物的體重，皮膚，呼吸和腳部的狀況。
- 13.獸醫的參與; 如果您的寵物入住期間生病，需要獸醫診斷時，我們每天有經驗豐富的獸醫在港島珍禽異獸當值。
14. 港島薈員工當值時間為每天上午 9 點到晚上 7 點。
- 15.照明將在晚上關閉以允許休息和正常行為。
- 16.我們的設置經過精心設計，盡力減少壓力和疾病傳播。我們採取適當措施來降低腸道停滯的風險，包括如寵物在抵達後半天內不吃東西，我們將提供餵飼 oxbow 草粉一次。
17. 寵物朋友：我們允許每個房間最多兩隻動物，但是如果他們打架，他們將需要分開。
18. 探訪時間為下午 (僅限已註冊訪客)。
19. 主人將從 WhatsApp 收取寵物的每日照片。