

## Boarding Policies Statement

We take the responsibility of boarding your pet seriously! Good communication between our clients and staff is essential for a happy and healthy stay for your pet. Please familiarize yourself with our policies and let us answer any questions you may have.

Depending on your pet's needs the following is the level of care we provide.

- **Boarding Guest:** your pet is under the care of the kennel attendants.
- **Special Care Boarding Guest:** your pet is under the care of veterinary assistants/technicians. This will be scheduled if your pet has one of following conditions or is determined by the veterinarian that your pet needs specialized boarding care.
  - Diabetic Pets
  - Expression of Bladder
  - Post Surgery
  - Sling assistance
  - Fractious pets unable to be touched or medicated by kennel assistants
  - Conventional medications greater than 4
  - Conditions determined by veterinarian
- **Hospitalization Guest:** patients will be under care of a veterinary assistant/technician directed by a veterinarian.
- **RESERVATIONS:** We recommend you call us in advance for boarding reservations. We take reservations on a first come, first served basis, with holidays and weekends being our busiest times. On major holidays, we do require a deposit to confirm your reservations. Also, if your plans change, we would appreciate a cancellation telephone call so others may be accommodated. **Boarding is available for current clients of Atrium Animal Hospital where there is an established doctor/client/patient relationship.**

**VACCINATIONS:** We require all pets to have proof of current vaccinations and a current yearly exam at our hospital. For dogs, this includes rabies, distemper, parvovirus and Bordetella (infectious bronchitis) vaccines. For cats, rabies and distemper vaccinations are required. If

you are unfamiliar with these vaccines, please ask our staff for information. *If your pet has not been a regular patient, our doctors will need to do a brief but thorough physical exam so we will be familiar with any physical problems your pet may have and to be sure that we understand how you want us to respond to these conditions.* Vaccinations titers are available anytime and should be discussed with your veterinarian prior to a boarding event. **Our first concern is for the health of your pet. For this reason your puppy and kitten must be at least 6 months old for our boarding facility. We believe this decreases undesirable behaviors due to separation anxiety, potty training regression in puppies and allows for proper immunity from their initial vaccines.** *We are not able to provide accommodations for female dogs that are in an active heat cycle.*

**FLEAS:** We reserve the right to treat your pet at your expense if fleas are noted upon entry to the hospital. Capstar™ oral tablets will be used upon entry and may be repeated on a daily basis until the pet is free of any active fleas. This will keep all boarding pets safe from fleas!

**MEDICATIONS:** If your pet is taking medications, please bring them with you in their original containers. If your pet runs out of medications while here, it will either be refilled in our hospital pharmacy or called into a local pharmacy of our choice. A “Prescription Pick Up while Boarding” fee of \$25.00 will apply to any medications along with the cost of the medications when we send a staff member to the pharmacy to pick up the medication for you.

**FEEDING:** Our standard food for our canine guests is Hills Sensitive Stomach. Our feline guests are fed a maintenance canned food at the owners’ expense. Canned food can be purchase from our in house supply. If your pet has special feeding requirements, please let us know. We will be happy to feed your pet’s normal diet however if it is something other than a canned diet you must BRING US THE FOOD PRE-PACKAGED IN THE APPROPRIATE AMOUNT FOR EACH DAY with specific instructions on when and how to feed. This will ensure we are following your specific dietary requests.

**PERSONAL ITEMS:** Please place your pet’s name and your first and last name in permanent marker on any personal items left with us during your pets stay. We do not allow raw hides, bully sticks or edible chews due to the potential of a choking hazard. Please leave large pet beds at home as we will provide comfortable bedding for your pet!

**AUTHORIZATION OF MEDICAL TREATMENT:** We require your authorization to provide medical or surgical treatment for your pet, should the Doctor feel it is necessary. We will make every attempt to reach you therefore your emergency telephone number and/or verification of current email is extremely important. *If you will be travelling out of the Country or on a cruise and will be unavailable to receive calls, please provide us with the name and telephone number of a person who can make medical decisions in your absence.*

**BATHING AND NAIL TRIM:** We are happy to do baths and/or nail trims at your request while boarding. Pick-up time must be after 4:00pm if you want your pet completely dry at pick-up. There is an additional charge for these services.

**GOING HOME:** We would appreciate timely pick-up and drop-off of your pet. Our hospital hours are Monday, Wednesday and Friday from 7:30am-6:00pm, Tuesday and Thursday 7:30am-7:30pm and Saturday 8:30am-1:00pm. We appreciate arrival for drop-off or pick-up no later than one hour before closing so we can ensure ample time to comfortably situate your pet into their new surroundings. *We are closed the 1<sup>st</sup> and 3<sup>rd</sup> Thursday of each month from 1:00pm-3:00pm for staff education and training.*

**SUNDAY PICK-UP:** We know you will be anxious to see your furry kids as soon as you arrive home! We offer Sunday pick-up on Sunday evenings from 5:30-6:30 except on Holiday weekends which include Easter, Thanksgiving, Christmas and New Year's. Boarding charges are prepaid on the day your animal is dropped off for boarding. Kennel staff are not allowed to release your pet unless Sunday pick-up has been prearranged. There is a Sunday pick up charge of \$28.00. Sunday pick-up can be scheduled if your animal companions stay meets the following:

- **No medical services are performed during their stay including exams, vaccinations, surgery, etc.**

Clients ring the doorbell located at the side gate to alert staff to your arrival. *Please do not arrive earlier than 5:30 or after 6:30 as staff will be busy caring for all our guests.* A staff member will meet you at the side gate. For safety of guests and clients, we cannot allow any client inside the hospital during this time. Please ask any questions you may have! Thank you for allowing us to care for your beloved pets while you are away!

Signature {CLIENTSIGNATURE}

Date {CURRENTDATE[SHORT]}

