

# Welcome to THE ANIMAL HOSPITAL BOARDING KENNEL

## CLIENT INFORMATION SHEET

We are proud to offer our clients and their pets “The Finest Canine Comfort in Carrboro!” Our facilities are fully air-conditioned; our canine condos are state of the art; our staff is fully trained to give your pet a comfortable home away from home.

And, to insure the safety, health, and well-being of every pet in our facility, we have information and specific requirements, which must be met by every client. Please read each of the following boarding requirements prior to arrival at the kennel:

### PROOF OF VACCINATIONS

Each pet owner is responsible for providing a hard copy of ALL VACCINATIONS, including Distemper/Parvo, Rabies, and Bordetella (Kennel Cough) at least three days before boarding.

- Distemper/Parvo within the last year.
- Rabies within the last year for previously unvaccinated dogs.
- Rabies current within the last three years for previously vaccinated dogs.
- Bordetella must be current within the previous six (6) months of boarding date and must have been given no later than 72 hours prior to boarding.
- If your pet has been vaccinated by another veterinarian, we need a hard copy of vaccine records from your veterinarian at least three days prior to admission to the kennel.
- WE WILL NOT ADMIT YOUR PET FOR BOARDING IF DOCUMENTATION FOR CURRENT VACCINATIONS IS NOT PROVIDED. It takes several days for vaccines to give full immunity. Therefore, vaccines administered the day before your pet arrives will not be effective.

### PROOF OF BEING PARASITE FREE

Each pet owner is responsible for providing proof that his/her pet is:

- Free of external parasites. Pets will be examined for fleas on admission. If fleas are observed on the pet, admission will be denied.
- Free of intestinal parasites. Proof of negative stool check for parasites within the last year must be provided prior to admission to the kennel.
- Negative Heartworm Check within the last year and on current Heartworm Preventative Drug.
- Boarding is charged by the day. You will be charged for the day of check-in and the day of check-out regardless of time.

## FEES

Dogs under 25 pounds	\$17.50 per day
Dogs 26 - 50 pounds	\$19.50 per day
Dogs over 50 pounds	\$21.50 per day
Day Board	\$15.00 per day
Night Board (Evening drop off And next day morning pick up)	\$15.00 per day

- Every pet is given unlimited water, fed twice daily, and exercised three times a day.
- Every cage is cleaned two to three times a day.

## CHECK-IN AND CHECK-OUT TIMES

- Check-in times are:

MONDAY THROUGH FRIDAY	8:00 AM - 6:00 PM
SATURDAY	8:00 AM - 12:00 PM
- Check-out times are:

MONDAY THROUGH FRIDAY	8:00 AM - 6:00 PM
SATURDAY	8:00 AM - 12:00 PM
SUNDAY	3:00 PM - 5:00 PM
- If circumstances require that you pick your pet up before our posted check-out times, please let us know the day of drop-off. This will enable us to make sure your pet has been given a nail trim and is bathed and dry on the day he/she goes home if you have requested a bath or nail trim for your pet.
- If we do not receive advance notice of an early pick-up, we cannot guarantee your pet will have been given a nail trim or bathed if you have requested a bath or nail trim for your pet.
- There are no early pick-ups on Sunday.
- IF YOU ARRIVE AFTER BUSINESS HOURS, WE WILL NOT BE ABLE TO CHECK YOUR PET OUT. ALTHOUGH YOU MAY SEE OR HEAR KENNEL ATTENDANTS IN THE KENNEL CLEANING CAGES AND FEEDING PETS, THEY ARE NOT ALLOWED TO OPEN DOORS AFTER HOURS FOR SECURITY REASONS.

## EMERGENCY TREATMENT

Your pet will not be seen by a veterinarian unless you request it or an attendant notices a problem and brings it to the attention of our doctors. Sometimes it is not possible to leave a problem untreated until you return. Examples might include urinary difficulties, diarrhea, vomiting, not eating, not defecating, or coughing. Such conditions will be treated as conservatively as possible and every attempt will be made to contact you.

- In the event a pet requires medical treatment, the pet's owner will be held financially responsible for all costs incurred.

## FOOD

We provide our boarders with Science Diet Maintenance dry food. If your pet is on a special diet or is subject to upset stomach due to change of food, you may do one of the following:

- Bring the brand your pet is accustomed to. All dry food should be in either a small bag or Ziploc baggie, or plastic container. All food needs to be labeled with the pet's name.
- Purchase a fresh bag or cans at The Animal Hospital to be used during your pet's stay. Whatever food remains will go home with you.
- We offer wet food and special Science Diet dry food and will be used if necessary or by request.

## **MEDICATIONS**

Any pet that is determined by a veterinarian to be medically unstable or requires special medications or special treatments (dressing wounds, etc.) will need to board at The Animal Hospital Medical Kennel.

Pets that are medically stable but are on routine medications may be boarded but there is an additional \$2.50 per day fee for giving these medications.

- If your pet is on daily medication, we ask that you insure that the total numbers of tablets needed for your pet's stay are in the bottle.
- **Please bring medication in the original prescription bottle. Please clearly mark all medications with prescription name, veterinarian name, owner's name, and pet's name. Directions must be clearly labeled.**

## **BATHS AND NAIL TRIMS**

- Baths and nail trims are available for an additional fee. Baths are \$18.00 or \$21.00 if over 80lbs and nail trims are \$18.00. If you request a flea bath there will be an additional charge.
- Any pets with fleas at time of presentation will be bathed and treated with Capstar at an additional charge of \$ 15.00 plus a bath charge.

## **HOLIDAYS**

- For holidays that fall on a weekend, only full weekend reservations will be taken (Friday, Saturday, Sunday).
- Confirmation – For holiday boarding we will call a few weeks before your boarding date to confirm you are still boarding and that our dates are correct.
- Please call us back to confirm your reservation. Failure to confirm could result in your reservation being cancelled.

## **CANCELLATIONS**

- **If you need to cancel your reservation please do so as soon as possible.** During holidays you are required to cancel within 3 days of the boarding date. If you fail to do so there will be a cancellation charge of \$25.00. During normal days and weekends if a reservation is cancelled with less than 24 hours notice, there will be a cancellation fee of \$10.00.

## **NO SHOW FEE**

If you do not call and cancel or do not show up for your reservation you will be charged a \$20.00 no show fee. There will be a \$25.00 no show fee on holidays. After 2 no shows you will not be able to board your pet here.

**EMERGENCY CONTACT NUMBERS**

**On the day you drop off, we ask that you have a number available where you are going to be staying. This is important; if your pet gets sick, we need to be able to get in touch with you.**

**May 25, 2001**

**Charles L. Ward, D.V.M.**