



## Frequently Asked Boarding Questions

**Q:** What do you require for my pet to stay with you?

**A:** To ensure the health and safety of our boarders and hospital patients, we require pets to be current on their vaccinations and free of internal and external parasites. Dogs must be current on DAPP (Distemper, Adenovirus/Canine Hepatitis, Parainfluenza, and Parvovirus), Kennel Cough, and Rabies vaccines, as well as a negative fecal and heartworm test. Felines must be up to date for Rabies, FVRCP (Feline Rhinotracheitis Virus, Calicivirus, and Panleukopenia) vaccines and a negative fecal test. If you are unable to provide proof of vaccines, you are aware that we will be obligated to update those during your pet's stay.

**Q:** What if I cannot provide proof of vaccines, fecal, or a heartworm test?

**A:** If you cannot provide proof of these things, we will need to update them. To avoid this, contacting your vet before your stay to obtain records is recommended. We will make our best attempt to help you gather information too.

**Medical/Illness Policy** All pets entering this boarding facility must be protected against all preventable communicable diseases and be free of internal and external parasites (intestinal worms; fleas; ticks). If any intestinal/external parasites, fleas, or ticks are detected at any time during your pet's stay with us, they will receive treatment at your expense.

**Q:** What if there is a medical emergency while my pet is staying there?

**A:** Should a medical emergency arise or your pet becomes ill during their stay, they will be examined by a veterinarian and appropriate treatment will be provided.

**Q:** Can I have my pet be seen for a medical condition or update vaccines after I drop them off?

**A:** Yes! If you have a medical concern and would like your pet seen during their stay, please let us know when you drop off. If you would like to be present for the visit, please make an appointment beforehand or you may be seen as a walk-in. Walk-ins may add have a wait.

**Q:** Are there Sunday Pick ups?

**A:** Yes, Sunday pick-up is available between 3-4pm **ONLY** for clients who prearrange a Sunday pick-up.

**Q:** How do I prearrange a Sunday Pick up?

**A:** Sunday pick ups must pre-pay and signed Sunday pick form when your pet is dropped off. We do not do transactions on Sundays.

**Q:** Is there a charge for Sunday if I am picking up?

**A:** Yes, Sunday pick up is offered as a convenience but you are charged for that day of boarding.

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**Q:** What should I expect when picking up my pet on Sundays?

**A:** Our office is closed on Sundays. We will have our kennel staff meet you at the front door to pick up your pet. For their safety we do not let clients in the building. We will ask for an ID. It will need to match the name you authorized for pick on your boarding contract. Then the staff will bring your pet to you.

**Q:** Is there someone there all night?

**A:** No, but rest assured we make sure all of our guests are tucked in for the night. On the weekends we do have a doctor on call in case of an emergency.

**Q:** Can I contact someone after hours? By phone? Email? Social Media?

**A:** No, unfortunately we do not have someone on call to answer. But we check messages in the morning and will follow up with you then. Please do not reach out to us on social media. It may take up to 48 hours to hear a response from social media. Our hours are 8-6pm Monday through Friday and 8-12pm on Saturdays. Phones are rolled over to our voicemail after hours.

**Q:** When can I pick up my pet if I requested a bath?

**A:** Boarding baths are usually done the morning of the scheduled pick-up day Sunday-Friday, please pick up your pet after 1pm Monday – Friday, so we can ensure your pet is clean and dry at pick up. For pets going home on Saturday, baths are done the day before and the pet can go home any time between 8-11:30am.

**Q:** My pet is on medications. Can you administer those medications for me during their stay?

**A:** Yes! We will go over belongings and meds you bring in and directions. Please let us know when dropping off the instructions. Please make sure bottles are clearly marked and you have brought in enough for their stay.

**Q:** Is there an additional charge to administer medications to my pet?

**A:** Yes, there is a small charge for medication administration.

**Q:** My pet is on Insulin? What care will he/she receive?

**A:** Insulin administration is \$24.00 per day. Insulin is administered by a doctor over the weekend. Doctors may do glucose checks while your pet is here to make sure their glucose is at a good level.

**Q:** Can I bring my own food?

**A:** Of course, when you come in one of our kennel assistants will ask you about feeding instructions. You do not need to bring your own bowls. We will provide those.

**Q:** Can I leave personal items?

**A:** Personal items are welcomed during your pet's stay. Although, we will not be held responsible for damage or loss of any personal items left with the pet to include but not limited to bedding, toys, blankets, towels, beds, clothing. We provide all necessities during your pets stay, including bedding, food/water, bowls, and leashes.

