



Boarding Basics

Animal Medical Center takes pride in providing our visiting pets with excellent care. We consider visiting pets to be members of the hospital family while they are here and we do everything we can to ensure their happiness and health.

We believe that most pets are happiest in their own homes, so we generally recommend that, if possible, you hire a competent pet sitter to stay at your home or visit several times a day. Since we know that is not always possible, we aim to provide a good alternative for the times you must board your pet. **We know that you want your pet to be as happy as possible while you are away.**

As a veterinary hospital, we have higher standards and obligations to your pet than some facilities. When your pet is in our care, we monitor and care for his medical needs as well as his basic needs.

Science Diet Food: We feed Science Diet food unless you provide us with a different diet for your pet. There is no extra charge for feeding a special diet.

Leash Walking: Dogs are walked on a double leash at least twice daily. We do not have a fenced area for walking. Even though we make every effort to keep your pet safe, we cannot guarantee that a dog might not escape in an unusual circumstance. We cannot be held responsible if, despite our responsible care and best efforts, your dog should escape. If you do not want your dog walked, please indicate this on the Boarding Registration Form which you will sign at check-in.

Extra Walking: Additional daily walks & play times are available for an additional fee of \$5.00 per walk per day. We recommend considering this service for dogs in need of more frequent potty breaks and/or for dogs needing a lot of exercise.

Toys, blankets, leashes, etc.: Since we know that a familiar toy or blanket can make your pet feel more at home, we are happy for you to leave items with your pet. We will do our best to keep track of personal items but please do not leave valuable items as we cannot guarantee their return. Please take unneeded items home; items may get damaged or lost. We will wash any soiled items at no additional charge.

Bath: We are happy to provide your pet with a bath, nail trim, ear cleaning or other services if you wish. *(Additional fees apply.)*

Medications: Medication administration and/or medical treatments are available. *(Additional fees apply).*

Reservations, Please: Due to limited space, **advance reservations are required.** Your pet may need to come in a few days prior to boarding for a wellness exam or immunizations, so please be sure to call ahead! Of course, in case of dire emergency, we will do our very best to accommodate your needs.

Established Patients Only: Due to limited space, AMC boarding services are available only to current or established patients. The pet must have had a wellness exam by an AMC veterinarian within the past 12 months.

Advance Payment: Payment for boarding services must be made in full at check-in. Please review our financial policy for details. All additional fees must also be paid in full at check-out.

Holiday Deposit: A deposit is required to hold a reservation for AMC's busiest holidays (typically 4th of July, Thanksgiving and Christmas).

Check-Out: **The standard check-out time is before 12:00 noon, Monday through Saturday.** Although you may arrange a later pick up time anytime during our business hours, pets who are picked up after noon will be charged for another day's boarding. **It is not possible to pick up your pet when the hospital is not open for regular business.**

Delayed Pick Up: If you need to extend your pet's stay, please call us to request a reservation extension as soon as you can. **If we have room available, we will gladly extend your reservation.** However, if you do not extend your reservation and you do not pick up your pet on the scheduled day, you will be charged **DOUBLE** the daily rates for every additional day after the agreed upon reservation. We will waive the doubled rates if you arrive late for your scheduled pick up (after noon) but do pick up on the scheduled date.

Abandonment: Any pet that is not picked up on the scheduled pick up day will be considered abandoned unless you have called to arrange a reservation extension. We will keep your pet for 7 days after abandonment but (doubled!) boarding fees will accumulate. In accordance with state laws, pets abandoned for more than 14 days will be turned over to the county shelter or may be humanely euthanized.



Boarding Health Requirements

Pre-Boarding Exam: A nurse will examine your pet during his first boarding day. This exam is limited to identifying obvious injuries, contagious diseases or parasite infestation. If the nurse notices a medical concern, the veterinarian will be consulted.

Any necessary additional exams or treatments will have additional fees. If you would prefer that a veterinarian provide a comprehensive physical exam, please request this at check-in and we will gladly provide it (*additional fee applies*).

Preventive Health: To maintain a healthy environment for all our patients and boarders, Animal Medical Center requires that all pets be up to date on immunizations and that they be free of parasites (fleas, ticks, worms, etc.) When you make your reservation, the receptionist will review your pet's records and recommend needed treatments.

Immunizations: All boarding pets must be up to date on immunizations. Written proof (by a veterinarian) of current vaccinations is required. When you make your reservation, the receptionist will let you know what your pet needs.

Cats: Cats require current **Distemper Combo** and **Rabies** vaccines.

Dogs: Dogs require current **Distemper Combo**, **Rabies** and **Bordetella (kennel cough)** vaccines.

It is important to remember that the **Bordetella** vaccine takes at least 2 days to become effective in protecting your pet and that it is only effective for 6 to 9 months, so revaccination is needed every 6 months to maintain protection. We will admit a dog for boarding so long as it was immunized at least **2 days prior to** and **within 6 months** of check in.

If your pet has never had a Bordetella vaccine, the vaccine should be administered 7 to 10 days before boarding if at all possible.

Pets who have received a Bordetella vaccine in the past but who are due for a booster may receive the booster at check in if they are not more than 60 days overdue for the booster.

Fleas & Ticks: Pets are required to be free of fleas and ticks. If your pet has any fleas or ticks, they will be treated appropriately to eliminate the infestation. Flea treatments will include Capstar (to immediately kill all adult fleas for 24 hours) or Comfortis (which will continue to kill fleas

and prevent reinfestation for at least one month). *Additional fees will apply.*

A staff member will gladly advise you about the best flea and tick control plan for your pet at check in or discharge.

Intestinal Parasites: In order to protect the health of all animals and people that visit AMC, it is important that we prevent the spread of intestinal parasites through contamination of the AMC grounds. AMC requires that all kittens and puppies under 6 months of age as well as all cats and dogs of any age who go outside meet one of the following conditions:

- Has had a **negative fecal exam** within the last 6 months **OR**
- Has been dewormed (by a veterinarian) within the past 6 months **OR**
- Is current on his or her **heartworm preventative** (which also protects against the major intestinal parasites).

Adult cats who are over 12 months old, have had prior intestinal parasite prevention/control measures within the past 24 months and are always kept ONLY indoors are at lower risk for intestinal parasites and so are exempt from this requirement.

If the pet does not meet one of the above conditions, a **fecal exam parasite screen will be performed**. If intestinal parasites are found, appropriate **deworming medications will be prescribed and dosing initiated**. Any remaining doses, along with complete directions, will be provided to you at check out. *Additional fees apply to these services.*

If your pet becomes ill: Occasionally, a pet becomes ill or injured while boarding. If this should happen to your pet, we would attempt to contact you at the emergency number you provide us. If you cannot be contacted, we will administer any necessary care and add the fees to your bill. All fees must be paid in full at the time of discharge.

Thank you placing your trust in us. While you are away, we will take excellent care of your pet and will provide him or her with all the attention, affection and care he or she needs and deserves.