

LEESVILLE ANIMAL HOSPITAL BOARDING POLICIES AND PROCEDURES:

KENNEL HOURS (please note, these may vary from Veterinary Hospital Hours)

Check in Hours: Monday – Friday 7:30 am – 5:00 pm
Saturday - 9:00 am – Noon

Check out Hours: Monday – Friday 7:30am – 5:30pm ***After 1:00pm – Full day charge**
Saturday – 9:00am – Noon
Sunday – 5:00pm – 6:00pm * **Full day charged**

RESERVATION POLICY:

Make your reservation as early as possible. A VISA/MasterCard is required to insure immediate reservation. Reservations must be **cancelled a minimum of 5 regular business days prior to boarding drop off**, otherwise a fee equal to your boarding bill will be charged to your account. Please advise the receptionist when booking, should your pet need special food, care, or medication, as this request will place him/her in the "Special Care" area of our boarding facility. (See below)

CHECK IN AND CHECK OUT TIMES:

While your pet is in our care, we assure you we will do everything in our power to provide the best care in a stress-free environment. To assist us with this goal, we ask you to try your best in adhering to check in/check out times. Your pet's "room" is available to him/her at 7:30am weekdays. Your daily board fee starts on the day of their arrival. All pets need to arrive no later than 5:00pm weekdays, unless holiday hours prevail. We consider our last business hour of the day our "quiet down time" for our guests. During this hour dogs and cats are settling down, arranging their beds for the evening, plus it gives our employees a quiet time to observe your pet as they familiarize themselves with their run and neighbors. Once our guests have settled for the evening, one pet checking in "at the last minute" disrupts the entire peace and quiet. **We will not allow** visitors in the kennel buildings after 4:00pm, during major holidays, or Sunday evening discharge time. During these times your good-byes must be made at the front desk area. **Please understand** some dogs become stressed with unfamiliar faces in the kennel area. With stress being one of our major concerns, we ask that you be as concerned of EVERY pet in our care as we are. If you have not toured our facility, please do so prior to your drop off time. Call our office to schedule a tour.

Effective September 1, 1999, check out time is 1:00pm Monday – Friday. If you are running a **few** minutes late, we have a **few** minutes leeway programmed into our computer clock. Any pet discharged after 1:00pm by our computer's clock receives a full day boarding fee. Leesville Animal Hospital is run like fine hotels, they have a check out time allowing ample time to prepare rooms for our next guests.

If after-hour discharge or check-in is required, it may be possible for this to be arranged. Cost for this service is \$50.00. Please understand our employees work long, hard hours and this service is available on a limited basis.

All pets are required to have boarding check-in sheets for every pet in our care, with signature authorization for services. **You must be 18 years of age to properly and legally authorize all services.** Leesville Animal Hospital will not be able to check in any pet without legal authorization meeting this minimum age requirement. You are welcome to stop by and pick up a check in form prior to drop off time. Be aware, leaving your pet is not like dropping off your laundry, we will have questions about special instructions so allow plenty of time to check in. Check in forms request your boarding dates, emergency number, contact persons, requested services, special care needs, medication instructions and all items left with your pet. Please advise your contact person you have left their name and number with us. A new form must be filled out for each visit. **If someone other than yourself is picking up your pet, you must leave that person's name and telephone number prior pick up. We will not discharge your pet to any unauthorized person.**

For safety reasons, owners must remove any chain, prong, oversized collars, or any collar that has dangling tags. These are for your pet's protection, as they may become caught in our flooring system. We ask you do not leave these items with us as, we cannot be responsible for any lost items left with your pet.

REQUIRED VACCINES:

Owners **must provide proof of vaccines** for your pet to board. To have this information available at, or prior to the check in, will decrease your check in time. Should you forget your proof of vaccines, we will re-vaccinate your pet.

REQUIRED VACCINES:

DOGS - DHP/Parvo (annual)

Rabies

Bordetella - must be current within 6 months of boarding date

CATS - FVRCP (annual)

Rabies

FIV (negative test)

Felv (proof of vaccine or negative test)

Bordetella – must be current within 6 months of boarding date

BATHING AND GROOMING:

All pets must be free of internal and external parasites when admitted for boarding. Pets with parasites will be treated at owner's expense. Pets found to be messy during their boarding visit will be bathed prior to discharge. An appropriate charge will be added to your bill. If you prefer to have your pet professionally groomed during their visit, please indicate this at the time of making your reservation. All animals bathed at owners' request will receive a complimentary nail trim (if possible), ears cleaned, anal glands expressed and seasonal bandana.

MEDICATION, FEEDING AND SPECIAL CARE:

We offer the pets a nutritionally complete diet in both canned and dry form. We understand some owners do not want their pet's diet changed, and we are happy to oblige this request. In the past, we have tried separating medical diets and commercial foods and not imposing additional charges for these feedings. It was amazing the problems this caused. Please understand providing this service requires additional storage space, paperwork, preparation time and additional employee hours. Effective **September 1, 1999, all dogs requiring any type of outside food** will be housed in the "Special Care" area. There will be a \$1.00 minimum daily charge for pets boarding in this area with special food needs. We feel it is fair that those requesting or needing this care to absorb the expenses this service generates. Please advise us when booking your reservation if you will be bringing your own food. **Owners must bring food in sealed containers, as we can not accept open bags of food or treats,** due to our storage limitations.

All animals requiring daily medications will be boarded in a "Special Care" area provided he/she is a quiet dog. This special care area will also be required for any pets needing close observation, bandage, cast or surgical site monitoring. Additional charges will be assessed depending on the amount of care the individual pet requires (minimum of \$2.00 per day). **All medication should be labeled with pets' name and entered on boarding admission forms.**

PETS BEDDING AND TOYS:

You are welcome to bring small blankets, sheets, fleece squares or towels for your pet's bedding, or we will be happy to provide bedding for your pet. Please understand that while your pet may **NEVER** soil his bedding at home, sometimes in a boarding situation he/she may feel the need to mark. For this reason, we request any bedding material brought from home be labeled with your name and must fit in a conventional washing machine. Due to sanitation procedures, we cannot accept large stuffed beds, large quilts, sleeping bags, etc. Exceptions to this rule will be made for arthritic pets, pets recovering from surgical procedures, or highly stressed pets. These pets will be housed in the "Special Care" area.

We suggest you bring a couple toys for your pet during his visit. All toys must be labeled with owner's name. If you forget to bring toys, DO NOT PANIC! We have lots of toys for your pet's enjoyment. Our experience allows us to suggest edible toys, tennis balls and fuzzy cuddle toys. Leesville Animal Hospital does its absolute best in safeguarding your pet's belongings, but CANNOT guarantee them from destruction or loss. To this note, please do not bring pet's prize toys or expensive bedding as some pets may chew their bedding out of boredom. We will not accept any financial responsibility for the loss or destruction of your pet's property.

Extra Activities:

Walks (approx. 5 min.) \$ 2.00 ea.

Boarding Packages:

1. Daycamp Level 1 + Boarding
2. Daycamp Level 2 + Boarding
3. Daycamp Level 3 + Boarding

The boarding packages are boarding combined with discounted daycamp sessions. The Daycamp packages are offered 7 days a week.

*Doggie Daycamp is a wonderful addition to our kennel "perks". This service is available daily and allows the opportunity for your pet to run and play with other dogs in both the morning and afternoon. The level you choose will determine the length of time your dog will be allowed to play. Ask our front desk receptionists about more information regarding Doggie Daycamp.