

Frequently Asked Questions about Boarding

1. Should I bring my pet's own food?

- ❖ Yes. Abrupt changes in food can sometimes cause digestive upsets (i.e. diarrhea or vomiting). We have found that it is best if you bring enough food that will last during your pet's stay. A plastic ice-cream bucket or similar works very well for this.
- ❖ If you don't bring your pet's food we will feed Eukanuba Adult Small Bites.
- ❖ If you forget to bring a prescription diet that your pet requires, we can sell you a bag at check-in time. We carry most prescription Eukanuba and Science Diets.

2. When can I pick up my pet?

- ❖ You may pick up your pet between 8:00am and 11:00am Monday through Saturday. Staying with us after 11:00am will add another day of boarding charge.
- ❖ We also offer Sunday and some holiday pick-ups between 5:00pm and 5:15pm. The clinic is not open for regular business on Sundays, but we provide this additional time to pick up your pet. This discharge time is provided as a convenience for clients who are unable to come in to pick up their animal on Monday morning. The charge will be the same as though you were picking up Monday morning before 11:00am.

3. When can I drop my pet off?

- ❖ Most clients prefer to drop off their pet in the afternoon prior to when they are leaving. However, you can bring your pet anytime during our regular business hours (Monday & Wednesday 8:00am-7:30pm, Tuesday, Thursday, and Friday 8:00am-5:00pm, and Saturday 8:00am-noon). We do not admit boarders on Sundays. It is also preferable if you can drop-off at least an hour prior to closing time.

4. Why do you require all those vaccinations and a negative fecal exam?

- ❖ We require that your pet be current on its vaccinations for its own protection. We strive to keep our kennels and hospital as clean and sanitary as we possibly can, and one of the ways is to be sure all boarding pets are vaccinated, and not infected with intestinal parasites (i.e. worms, coccidia, etc.).

5. **What is corona virus?**

- ❖ Corona virus is an intestinal virus that dogs can pick up from other dogs. The clinical signs are very similar to the flu virus that infects people. It causes diarrhea and occasional vomiting. The best way to prevent this is to be sure your pet is vaccinated.

6. **What is kennel cough?**

- ❖ This is a contagious disease of dogs that causes coughing and can be spread through the air. There are several different viruses and bacteria that can cause it. We require Bordetella (kennel cough) vaccination to help prevent your dog from contracting this infection.

7. **My pet has its own bed that it sleeps on—is it OK if I bring it?**

- ❖ Through past experience, we have found it is best if you do not bring your pet's bedding. They may be very good at home, but in this new environment we have had pets urinate and defecate on their beds as well as chew them up. We will provide blankets for your pet to sleep on that we can easily wash and disinfect.
- ❖ If you still choose to bring your own blankets, we will put your name on them in permanent marker. If your pet soils them, we will be unable to launder them and will store them in a plastic bag until the time of discharge. If your pet destroys your bedding we will remove it and save until time of discharge.

8. **If my pet is only here from Saturday until Sunday afternoon, why am I charged for two days of boarding?**

- ❖ Our boarding fees are charged in essentially the same manner in which you would pay for a motel room. You are charged for the day your pet comes in, whether in the morning or the afternoon, and as long as you check your pet out by the designated time, 11:00am, you will not be charged for the second day.
- ❖ On weekends, if your pet is admitted on Saturday morning, and you pick up on Sunday evening during our discharge time between 5:00-5:15pm, you will be charged for two days. The reservation made for your pet is good through Monday morning at 11:00am. This discharge time on Sunday evening is a convenience for those clients who cannot come in before 11:00am on Monday morning.