

## Boarding Policies:

Here at ACAH, we strive to ensure that your furry family member is in a safe, attentive and caring environment. For this reason we adhere to a strict set of rules and regulations for the protection and well-being of all our four legged friends. Below is an outline of our boarding policies, so that you, the client and pet parent, can properly prepare for your pet's vacation here at our facility.

- 🐾 Every pet being boarded must be current on all core vaccinations. **For dogs we require: Rabies, DHAPP, Bordetella & Corona; for cats we require Rabies, FELV & FVRCP.** We ask that you bring in a copy of their vaccination records if they were not done here at our hospital so that we can add it to your file, for an easier and quicker check in next time. If any vaccinations are missing or overdue, we will have to vaccinate for those before boarding your pet. We do not recognize vaccinations administered at home, or anywhere other than a veterinary clinic or hospital.
- 🐾 You may drop off for boarding at any time during our business hours: Mon-Fri 8am-7pm, Sat 9am-4pm and Sun 10am-2pm, but it must be 30 minutes prior to closing. The daily rate remains the same, regardless of what time you drop off. Pick up is before 10am on Monday-Saturday and before 11am on Sunday, otherwise you will be charged for an additional day. Please note that these hours are subject to change during holidays.
- 🐾 We ask that you bring in all food needed for your pet during their stay here. This is due to the fact that new and different food can sometimes cause an upset stomach, vomiting, diarrhea and possibly an unknown food allergy. We also try to keep things as familiar as possible to minimize the stress and anxiety that pets can feel while being in a new environment, and away from their parents.
- 🐾 We encourage you to bring any items to help your pet adjust and feel the comforts of home during their stay here. This includes but is not limited to: treats, toys, bedding and blankets. However, we do ask that you leave all food bowls at home and take your leashes with you after dropping off. We will gladly provide these items while your pet is here with us.
- 🐾 If your pet takes medication on a regular basis, it will first need to be approved by one of our doctors when dropping off. We ask that you leave clear instructions on how and when to administer the medication. There will also be an additional charge for medical boarding, which starts at \$5 per day. Further, if your pet suffers from any preexisting conditions, medical issues, or allergies, no matter how minor, we ask that you please bring it to the attention of our staff when dropping off. It is imperative that we have this information, so we can take the necessary precautions and/or respond with the appropriate treatment if anything were to happen while your pet is boarding with us. Depending on the severity of the condition your pet suffers from, we may require a pre-boarding exam. We will also ask that you bring in all medical records relating to the preexisting condition, from any previous visits to another hospital.
- 🐾 We offer both suites and kennels/condos for cats and dogs. If you choose a suite, because of the ample amount of room in the suites, you may board more than one pet in the same room at a discounted rate (refer to the boarding price list). If you choose a dog kennel or cat condo, due to the smaller size and safety reasons, we do not recommend boarding multiple pets together. Ultimately the choice is yours, however we do not offer the same discounted rate for multiple pets in the kennels or condos, since they are designed for a single pet. We require that you sign a waiver when choosing to board more than one pet together in a dog kennel or cat condo.

- 🐾 We ask that you label all food items and any bags, with your pet's name, using indelible ink. This is to avoid any confusion and helps us to easier locate you pet's belongings.
- 🐾 You will be required to fill out a boarding check-in sheet for each pet, each time you drop off. This form can be found online for your convenience. You may print it, fill it out and bring it with you for a quicker drop off.
- 🐾 If you have chosen to board your pet in one of our luxury suites, please make sure that our staff has a valid email address for you. Shortly after drop-off, we will email you the webcam link for your pet's room, giving you instant access in real time, via an internet connection.
- 🐾 If you plan on having someone, other than yourself, picking up your pet from our facility, please notify our staff when dropping off and write it on the boarding sheet. This makes for an easier and hassle free pick up and allows us to release your pet without having to call for authorization. The person picking up will need to bring a photo id for verification. The same rules and procedure apply to anyone that comes to visit your pet during their stay here.
- 🐾 For clients interested in boarding for an extended stay, we do give a discount. For every 12 consecutive nights, the 13<sup>th</sup> is complementary.
- 🐾 We request that you always leave us with an emergency contact, in case we have an urgent situation regarding your pet, and we cannot get ahold of you. There is a space for that information on your boarding check-in sheet.