

Hidden Oaks Animal Hospital

725 East Lake Road North
Tarpon Springs, FL 34688
(727) 942-3616

DOG BOARDING POLICIES

Date Completed:

Client ID:

Client Name:

Address:

Telephone:

Staff Member:

Patient ID:

Name:

Species

Breed:

Sex:

Color:

Markings:

Birth Date:

VACCINATIONS: Vaccines give the most protection when given at least 2 weeks prior to boarding. Required vaccines for dogs are : a current 1 or 3 year RABIES vaccine, a DISTEMPER vaccine within the past 3 years, BORDATELLA (either oral, SQ, or intranasal) within the past 6 months, a CANINE INFLUENZA vaccine within the past year. LEPTOSPIROSIS vaccine within the past year is strongly recommended.

FLEAS AND TICKS: Due to the rising population of fleas and ticks in the state of FL, all dogs must be on a flea and tick prevention product approved by Dr. Shannon Ivey, and free of fleas and ticks at time of admission. We will carefully check for these parasites on admission, but if fleas or ticks are found at any time during their stay, they will be treated appropriately at the owner's expense.

BATHS: A complimentary bath, nail trim, and ear cleaning is given to all dogs the morning of their departure. In order to allow time for a pet to be bathed and dried, please keep to the scheduled pickup time. If your arrival plans change, please give us 24 hours to reschedule the bath, or an additional bath may be charged. There are no rain checks on complimentary baths.

FEES: You will receive a written estimate of all fees at the time you check in. The total may vary if your trip is altered, your pet becomes ill, or other unforeseen circumstances arise. If your total is over \$100.00, a 50% deposit is required AT CHECK-IN and the balance paid in full at checkout. A HOLIDAY DEPOSIT is taken to reserve space for major holidays (*Easter, Memorial Day weekend, 4th of July, Labor Day weekend, Thanksgiving, Christmas, and New Year's*) This deposit is 50% of the estimate and is refundable if seven days cancellation notice is given. Express boarders in good standing may be exempt from these requirements. *Please ask us about our VIP Express Boarder Program.*

DROP-OFF AND PICK-UP: To allow for the morning feeding and bathing routines, we prefer pickups to be arranged between 10am and 5pm Monday through Friday, and 10am to 11:30am Saturday. Help us return your dog to you smelling sweet, brushed, and dry. *Please stick to your scheduled pickup appointment as much as possible, and give us a heads-up if your plans must change!*

AFTER-HOURS PICK-UPS AND DROP-OFFS: Special times can be arranged in advance for an additional fee. These feeds are PRE-PAID, are PER ANIMAL, and are NON-REFUNDABLE if you miss your special appointment without a minimum 24 hours' notice. In addition, you will be charged for the full boarding charges for the remaining weekend or holiday hours where the facility is closed and the spaces

cannot be used. Emergency (i.e. not pre-arranged) special arrangements can also be made in unusual cases at the discretion of the doctor. *Call our emergency phone line and we will help you in whatever way we can.*

INTESTINAL PARASITES: Dogs must have a proof of a negative fecal parasite exam within the past 6 months. This is for the protection of our staff as well as the other boarders using the shared yards. Diarrhea may result in a fecal examination being performed on the dog at owner expense.

ILLNESSES: Our staff is trained to perform a brief and cursory health overview at check-in. This is not a complete physical exam. If you suspect your dog has not been feeling well recently, or we have not done an exam within the past 6 to 12 months, we strongly recommend requesting a full exam by the doctor during the visit. If an illness develops while you are away, a physical exam WILL be performed, and regular hospital fees WILL BE CHARGED. We will attempt to contact you or your acting Agent at the numbers you have provided to us. Your Agent must be over 18 years of age, as well as aware of and agreeable to their obligation to be fully responsible for medical and financial decisions regarding your pet. If we are unable to reach you or your Agent, the doctor will do what she feels in her professional opinion is medically and/or surgically necessary until you can be consulted.

MEDICATIONS: Medications must be in their original, childproof, correctly-labeled containers. There is no extra fee for medications that are given in ears, eyes, or in food/treats/Pill Pockets once or twice daily, and to a cooperative animal. Medication regimens that are more complicated, frequent, involve injections or a fractious, uncooperative, or fragile animal may need to be categorized as hospitalization and charged accordingly. Examples would be those who are difficult to pill, require insulin, or SQ fluid administration.

PERSONAL ITEMS: We supply a variety of bedding and toys. You may bring your dog's bed and other personal items (bowls, toys, etc.), however, we will need to be able to wash these items if they become soiled. We USE BLEACH in our laundry cycles, so please let us know if this is an issue for your pet. Since bedding and toys often look alike and are impossible to label reliably, they may become lost, mixed up, or damaged despite our best efforts. *We are not responsible and will not replace or reimburse for such items.*

CHEWING (aka "Dogs will be Dogs"): Our hammock-style bedding is the most comfy, and yet almost indestructible, luxury we have found in 26 years of boarding. It also meets Dr. Ivey's stringent requirements for disinfection, which have resulted in our reputation for being the best-smelling, spotless, and peaceful haven for your dog. Our hard, rubber toys have also been selected for safety and cleanliness. However, this does not prevent the occasional ingestion of bedding, toys, blankets, or other foreign material in spite of our best efforts to catch them in the act and removing the item. Obstruction of the GI tract can occur and be a very serious matter. In the event of an obstruction, extensive diagnostics and even surgery can be required, and these are performed AT OWNER EXPENSE. Please advise us of your dog's chewing habits and we will make every attempt to thwart their efforts and prevent avoidable costs.

MEALS: We feed Hill's and Royal Canin kibble, but we suggest that you bring your dog's usual food supply. Canned foods are provided for picky eaters at a small extra charge. Foods can be warmed in the microwave for extra palatability, and we are happy to accommodate special diets as long as they are cooked.

EXTRAS: Premium services include: baths, medicated shampoos, sanitary trims, nail trims, tooth brushing, and extra playtimes. We strongly advise signing up your long-haired friends for daily brushing sessions (or even short-haired friends who enjoy the luxury!)

MULTIPLE OCCUPANCY: Housemates may share appropriate-sized rooms at your request, or may be housed or fed separately but have play times together. Be aware that some normally agreeable dogs may have unexpected tempers in close quarters, especially if food or toys are close by.

Client or Agent Signature _____

Date _____