

***A CAT'S HOSPITAL***  
***HIDDEN OAKS ANIMAL HOSPITAL***

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

## **CAT BOARDING POLICIES**

Date Completed:

Client ID:	Patient ID:
Client Name:	Name:
Address:	Species
	Breed:
	Sex:
Telephone:	Color:
	Markings:
Staff Member:	Birth Date:

**VACCINATIONS:** Vaccines give the most protection when given at least 2 weeks prior to boarding. Required vaccines for cats are: a current 1 or 3 year RABIES vaccine, and an FVRCP vaccine within the past 3 years.

**FLEAS AND TICKS:** Cats do not need to be on a flea/tick preventative, but they must be 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:** We do not routinely bathe cats except at owner's request.

**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 CHECKIN and the balance paid in full at checkout. A HOLIDAY DEPOSIT is taken to reserve space for major holidays (*Easter, Memorial Day weekend, 4<sup>th</sup> 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. *Please stick to your scheduled pickup appointment as much as possible, and notify us 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:** Cats must have a proof of a negative fecal parasite exam within the past 12 months. This is for the protection of our staff as well as the other boarders. Diarrhea may result in a fecal examination being run on the cat 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 cat 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 cat'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.*

**LITTER:** We use a clumping, non-scented litter or paper litter per the cat's preference. Boxes are scooped and cleaned continuously as soon as they become soiled. Boxes are thoroughly disinfected between guests. We suggest that you also consider bringing a supply of your cat's usual litter for their comfort and continuity of potty habits.

**MEALS:** We feed Hill's and Science Diet foods in kibble or canned form, as well as Fancy Feast for picky eaters, but we suggest that you bring your cat's usual food supply. 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 for long-haired cats, nail trims, and tooth brushing. We strongly advise signing up your long-haired friends for daily brushing sessions (or even short-haired friends who enjoy the luxury!)

**SUITES:** An extra we can't recommend highly enough is turning your cat's accommodations into a "suite" by reserving the neighboring spaces at a discount. A discerning cat often prefers the litter box to be distant from their lounging and eating quarters. Up to four rooms can be adjoined per cat.

**MULTIPLE OCCUPANCY:** Housemates may share adjoining rooms at your request, and as with a single cat, up to four rooms can be joined in a "townhouse" style.

Client or Agent Signature \_\_\_\_\_

Date \_\_\_\_\_