



Meet & Greet:

What to Expect from Us!

This process takes about 15-20 minutes,
so PLEASE plan accordingly!

In the Exam Room

- We will go through each topic on the boarding policies sheet. Please come with any questions or concerns that you may have!
This includes:
 - a) Required vaccinations and flea/tick prevention for dogs and cats
 - b) Holiday deposits when reservations are made
 - c) How we deal with illnesses when boarding
 - d) Bedding and belongings (make sure EVERYTHING is labeled accordingly!)
 - e) We encourage foods from home (NO RAW MEAT DIETS!)
 - f) The benefits of microchipping!
- We will go over your filled-out boarding questionnaire thoroughly
- We will discuss SPA LEVEL PACKAGES and RUN SIZES
- Introduce us to your pet!
 - a) Body check for physical problems? (lumps, skin condition, limping, ears, etc.)
 - b) Demeanor? Friendly, shy, aggressive? (Marked accordingly on all paperwork!)
- Bring emergency phone numbers!
- *Would daycare be a better option for your pet if they do not meet the boarding criteria??*

Tour of the Facility

- We encourage our clients to become familiar with where their loved one(s) will be staying:
 - a) Main kennel (run sizes, bath tubs, etc.)
 - b) Yards (play times are ALWAYS supervised!)
 - c) Boarding sheets (how we keep track of daily care)
 - d) White Board (where we keep a “Watch” list, “Medication” list, and “Procedures” list)
 - e) Bedding and bowls (we encourage you to bring your own, but we do have some)
 - f) Laundry facilities (BLEACH IS USED IN ALL CYCLES!)
 - g) SECURITY (clips on runs, 6 foot fence, supervision, separated playtimes, use of leashes for dogs, cats are enclosed in a room, 4 doors to get to the road, centrally-monitored security system, fire alarm, motion detectors, etc.)