



BOARDING POLICIES

Parkland Veterinary Hospital is pleased to offer luxury boarding/daycare services for your dog or cat. We have a limited number of runs to keep your pet's stay as stress free as possible. A reservation in advance is highly recommended since we cannot assure that a space will be available during our busiest times (weekend and holidays).

General Rules and Guidelines

- **Normal Business Hours:** Mon-Fri 8:00am-6:00pm and Sat: 8:30am-2:30pm.
- **Closed:** Sundays, Major Holidays, & a few owner-scheduled days-off. **No Pickup/Drop-off.**
- **Holiday Charge:** Additional **daily fee per pet for each major holiday.**
 - **New Years Eve, New Years Day, July 4th, Memorial Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.**
- **Vaccination/Parasites:** All animals must be up-to-date on required vaccinations/tests (**Dogs:** Rabies, DA2P, Bordetella, fecal test; **Cats:** Rabies, FVRCP, fecal test). Pets must be free of external parasites (ticks, fleas, etc.) or they will be treated at owner's expense.
- **Overnight Boarding:**
 - **Check-in/ Drop-off time** is Mon-Fri 8:00am-5:30pm and Sat: 8:30am-2:00pm.
 - **Check-out/ Pick-up time** is Mon-Fri 8am-12pm or Sat: 8:30am-12pm.
 - **Regular-Pickup for Overnight Boarding:** is before **12PM (Noon).**
 - **Pickup after 12PM** will incur an ****Additional Night of Boarding Charges** unless your pet is being GROOMED and we will call you when your pet is ready.**
 - **Late-Checkout:** As a courtesy, if our client explicitly request late checkout then they will have until **1PM** to pick up their pet(s) without incurring the additional night of boarding charges. Late check-out is subject to availability due to incoming boarders.
- **Doggie Day Care:**
 - **Check-in/ Drop-off time** is Mon-Fri 8:00am-10:00am.
 - **Check-out/ Pick up time** is no later than 6pm M-F.
 - If you are unable to pick up your pet as scheduled, then an overnight boarding fee will be incurred for each night of stay instead of daycare fees**

Additional or Supplementary Services

- **Medications Administered:** 1X day: \$ or ≥ 2 X day: \$
- **For cats:** TLC- individual playtime and cat perch access (limited to 20 min/day): \$\$/night
- **For dogs:** TLC time (5-walks per day): \$\$/day, Playtime (20 minute/sessions): \$\$/day
- **Recommend TLC** (5-walks per day) especially for **Puppies**<1yr and **Senior dogs** >12yrs.

Thank you for giving us the opportunity to care for your pet while you are away.
To ensure the best care possible, please take the time to fill in this form completely. Thank you!



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PET BOARDING SERVICE LEVEL AGREEMENT (SLA)

This is a service level agreement between Parkland Veterinary Hospital and our client listed below. Client agrees that they are aware that we are **not a 24hr facility** and as such their pet will be unsupervised overnight while he/she sleeps. We are temperature controlled facility (with HVAC) and we have an alarm system and cameras for security.

Dog Walk-time and Supervision: Our boarding options offer a guaranteed minimum of 3 walks/day as a service level agreement unless you the owner select the add-on to change it to "minimum of 5 walks guaranteed per day", or request additional play-time of 20 minutes/day/charge for an added fee. **Our typical walk times are around: 8am - 9am, 2 - 3pm, and 5:00 - 6:30 pm. We do not offer 24 hr supervision; however, just as they would at home, your pets go to sleep at night.**

Late Nights: Our regular business open hours: **Mondays - Fridays: 8am - 6pm, Saturday: 8:30am – 2:30pm.** We are often here late at night, but not always, hence the cameras and the alarm system. If we are here late at night, which is often, then we walk the dogs late at night.

Special Requests: Each client has different requirements or needs and sometimes we are unable to meet every request. Client is also aware that should they require additional services outside of our offering such as pet sitting or overnight monitoring, that we may not be able to meet that request and the client has the option to seek a service that matches their needs (for example an in-house pet sitter, or outside the facilities dog walker).

Beds, towels, and blankets: Dogs that chew their beds, or excessively urinate on their beds will be given a towel or blanket. Subsequently if they continue to chew or urinate on the towel/blanket, the towel/blanket will not be replaced. We try our best to give multiple chances, but cannot sustain the excessive laundry or replacement costs for the beds, towels, and blankets.

CLIENT REMINDERS:

1. Anxious pets may be given TRAZADONE, by doctor, as a calming agent (this drug is very safe and effective).
2. **DOGS REQUIRE:** Canine-Rabies, DA2PP, Bordatella/kennel Cough (6 months), and negative fecal test (within 6 months).
3. **CATS REQUIRE:** Feline-Rabies, FVRCP, negative fecal test (within 6 months).
4. There is an additional **per pet holiday boarding charge** for the following major holiday days: New Years Eve, New Years Day, and July 4th, Memorial Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.
5. Boarding **pickup after 12PM will be charged an additional day of boarding** unless a **1pm late checkout or exit grooming/bath** is requested. We will call for grooming pickups when your pet is ready.

Client Name: _____

Client Signature: _____

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BOARDING RELEASE:

Note: This one-time boarding release form applies to all current and future owned pets boarding at our facilities even if not listed above, so long as the pet(s) is/are owned by the signee.

At Parkland Veterinary Hospital, there is nothing that is more important to us than the health and well-being of the pets in our care. In order to provide a healthy environment for our boarding pets, free of viral diseases and fleas, we require the following:

REQUIREMENTS FOR BOARDING

1. All boarders must be established clients. For new patients, there is a **pre-boarding exam fee \$\$** to review the vaccine history, temperament of the pet and ensure that there are no pressing medical issues that will need to be addressed. This is to ensure the safety and health of your pet.
2. All pets must be current on all vaccinations including:
 - a. **DOGS : Canine-Rabies, DA2PP, Bordatella** (within 6 months to prevent kennel cough), and a **negative fecal test (within 6 months)**.
 - b. **CATS: Feline-Rabies, FVRCP**, and a **negative fecal test (within 6 months)**.
 - c. All vaccinations must be given by a licensed veterinarian and no less than 10 days prior to boarding.
3. All animals must be free of **internal and external parasites** (ex. ticks, fleas, etc.), or **they will be treated at owner's expense.**

RULES AND POLICIES FOR BOARDING

1. A pre-boarding exams and a behavioral temperament test are required for first time boarders at our hospital.
2. Pets may only be discharged Monday through Saturday. **No discharges on Sundays or holidays.**
3. **Overnight Boarding:** Drop-off time is anytime during regular office hours. Pick up time is between 8am-12pm M-F or 8:30am-12pm Saturdays. ****Pickups after 12PM (Noon) will incur an additional night of boarding charges****
4. **Doggie Day Care:** Drop-off time is between 8am-11am. Pick up time is no later than 6pm M-F. ****If you are unable to pick up your pet as scheduled then an overnight boarding fee will be incurred for each night of stay ****

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5. Pets requiring special attention during their stay (ex., diabetics, surgery, illness recovery pets, and pets on SQ fluids and paralyzed pets) will be charged a med/care fee, in addition to a boarding fee.
6. Pets receiving medications will be charged a daily fee if the medication is dropped-off by the owner. Medication dispensed by the hospital will be charged hospital medication fees.
7. All patients are provided bedding. The hospital does not accept responsibility for personal belongings.
8. Owner may be liable for any excessive property damage or injury to persons by their pet(s).
9. All pets not picked up within 7 days from the expected discharge date will be considered abandoned.
10. If any internal/external parasites are found on the pet during their stay they will be treated and charged appropriately.
11. In the event you pet becomes ill during his/her stay, your pet will receive diagnostics and therapeutics deemed appropriate by the veterinarian caring for your pet, and charged appropriately. Every effort will be made to contact you prior to and during treatment.
12. An additional daily fee is charged per pet for each major holiday (New Years Eve, New Years Day, July 4th, Memorial Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day)***

UNEXPECTED ILLNESS/ EMERGENCY TREATMENT AUTHORIZATION

All animals boarding or staying at the hospital MUST receive treatment in the case of illness or emergency. Treatment for illness is to prevent further deterioration in health while treatment for emergency is to help stabilize the patient.

If my **pet becomes ill or an emergency arises**, I authorize the following maximum treatment expense only as needed at the doctor’s discretion and I trust that the doctor will make the appropriate medical and ethical decision:

This amount is per pet. Please initial one:

MINIMUM	OR	OR
<u>DEFAULT</u> <= \$Minimum	\$Medium	\$Maximum or more

****Every attempt will be made to contact you or any emergency contact that you specify before treatment.**

However, if we are unable to reach you (speak to you in person or only receive a voice recording), the health and well-being of your pet must be our first priority and treatment will be instituted at the doctor's discretion. **In severe cases, emergency patients may require ongoing care at a 24-hour or overnight emergency facility****

I have read the boarding requirements and understand the hospitals' policies. I accept full financial responsibility for treatment of my pet should the need arise.

Thank you for giving us the opportunity to care for your pet while you are away.
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