



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, Bordetella/kennel Cough (6 months), and one negative fecal test (1 year). **CATS REQUIRE:** Feline-Rabies, FVRCP, one negative fecal test (1 year). **If any internal/external parasites are found** on the pet during their stay they will be treated and client will be charged accordingly.
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's Full Name: _____ Signature: _____ Date: _____

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!