

# EL DORADO ANIMAL HOSPITAL

## BOARDING POLICIES & PROCEDURES

(Updated 03/05/2022)

Boarding fees are \$20.86

1. All pets are walked or held a minimum of twice per day by staff members to ensure warm and caring human contact. (As allowed per temperament I understand that boarding pets are not supervised during the hours of 6:00pm-7:30am.
2. All kennels are cleaned a minimum of twice a day – including sanitizing, change of towels/blankets, fresh food and water, litter boxes, etc. (More often if messes are noticed)
3. Cat Owners: Please be aware that the cat & dog kennels are in the same room. We do not have a separate room for cats.
4. We have 9 large runs in our kennel, large dogs are given preference. If you request a large run for your small dog (under 50 lbs.) we will make every effort to accommodate your request however if a large dog comes in for boarding or is hospitalized the smaller dog will be moved to a Medium or Large cage.
5. All boarding pets are monitored throughout the day by trained veterinary staff. Staff members are trained to alert a veterinarian if potential problems such as poor appetite, depression, lethargy, skin irritations, upset stomach or other abnormal health problems arise while in our care.
6. Dogs are fed Royal Canin Gastrointestinal Low Fat for intestinal health & cats are fed Royal Canin Weight Control. Unless otherwise directed by clients or our veterinarians only dry food is used to ensure firm stool and prevent gastrointestinal problems. If animals do not eat, options are provided. Clients are welcome to bring their regular diet from home if preferred
7. Owners need to bring all current medications, the dosage and frequencies, and any instructions you wish us to follow. Please bring medications in the original containers.
8. El Dorado Animal Hospital will provide bowls, toys, towels/blankets, collars/leashes to your pet during their stay. We are not responsible for any personal property, including but not limited to toys, and blankets that are lost or damaged during boarding.
9. If you wish for your pet to have a bath on the day of check out please arrange this extra service with our receptionist. All pets getting baths will be ready after 3pm on day of check out unless otherwise noted.
10. One of the advantages of boarding your pet at a veterinary hospital is that veterinary attention is available should the need arise. We will make every attempt to contact owners prior to treatment, however, should any pet become ill while boarding, El Dorado Animal Hospital reserves the right to treat your pet as authorized by you at admittance, expenses incurred are due at time services are rendered.
11. To protect the health of your pet and ensure the health of other hospitalized or boarding pets we require that the following vaccines be up to date, if not up to date at time of check in they will be administered by our veterinarian before admittance to the kennel. You will be held financially responsible for any vaccines administered during your pet's stay.

### DOGS: Rabies & Kennel Cough Vaccine

### CATS: Rabies

**ALL PETS MUST BE FREE OF PARASITES. ANY PET FOUND TO HAVE FLEAS OR TICKS WILL BE TREATED AT THE OWNER'S EXPENSE. ALSO, IF WE NOTICE INTESTINAL PARASITES IN YOUR PET'S STOOL THEY WILL BE TREATED AT YOUR EXPENSE.**

**DROP OFF & PICK UP TIMES:** We are open Monday-Friday 7:30-5:30pm, hours subject to change for holidays. We ask that you have boarding pets here at least 30 minutes before closing to give our staff adequate time to get them settled in for the night.

We also offer Saturday & Sunday afterhours pick up at 4pm at the back door of the clinic. *This courtesy service may not be available on holiday weekends.* Afterhours pick up must be pre-arranged with our receptionists & full payment is required at time of drop off.

**\*\*\*If you have not prepaid, you will not be able to pick up your pet after hours\*\*\***