



## *Boarding Policies*

*1. We require the following current immunizations...*

*Dogs: Rabies, Distemper, Parvovirus and Bordetella*

*Cats: Rabies, Distemper, Rhinotrachetes and Calice Virus*

*2. All animals must be free of external parasites (fleas & ticks) when admitted for boarding or must be treated upon admission at owner's expense.*

*3. A bath is recommended on day of dismissal. If you choose a pet salon service your pet will be ready for dismissal after 2:00 pm.*

*4. Checkout/Check in is only during regular business hours.*

*5. We cannot be held responsible for items left with your pet. We will do our best to try and endure all items will be returned upon checkout. We cannot accept collars and leads. We request no more than one toy accompany your pet at check in.*

*6. If your pets stay over a holiday, there is a 3 day minimum charge.*

*7. Long term stays and guests without a known check out day must prepay 2 weeks in advance and make a payment every 2 weeks of the stay.*

*8. In order to provide the best service and to ensure room availability we **require** a courtesy call to inform us of any changes in dismissal dates. Any pet left 5 days past dismissal date with no notification will be classified as an abandoned guest.*

*9. Due to insurance regulations if your pet demonstrates aggressive behavior playtimes will be stopped and there will be an aggressive pet charge of 10.00 per day.*

*10. To make visits as comfortable as possible, we ask that you please bring your pets own food. We require each meal placed in Ziploc baggies as we do not have the storage availability for large pet food containers.*

*11. Should a guest be deemed too destructive to remain in luxury boarding they will be moved to the general boarding area and continue to receive their 3 playtimes and the room rate will remain the same.*

12. If a guest destroys their bedding or damages their room there will be a 20.00 charge added to their bill and measures taken to provide appropriate accommodations for them.

13. If a guest requires medications there will be a 3.00 charge for each time a pet care technician administers a dosage of medicine or drops.

14. Checkout time is 5 pm unless a late checkout was requested at check in. During holidays, check in is after 1pm and checkout is before 12 noon.

15. While your pet has been a guest they may have barked at other animals or the temperature or humidity may have been slightly different for your home. This may create problems such as sore throats or diarrhea. We seek to prevent such problems; however they do develop from time to time.

16. We do not recommend that pets be boarded together in the same room. If you decide to board pets together in the same accommodations, the Owner assumes full liability for any and all problems and veterinarian costs that may arise, and shall release the Village Groomer & Animal Inn from any and all liability.

17. We reserve the right to move a pet to a different room, or wing, if it is deemed in the best interest of the pet. If the room rate is different from the original room, that rate will be changed on the clients account and the new rate applied.

18. If your pet requires medical attention while in our care, we will attempt to reach you, however if we are unable to and we deem it an emergency, we will contact Dr. Harry Marcum of Pet Calls, mobile vet and have him see to your pet.

19. If you would like to request any vet services performed during your pets stay with us, we can help make arrangements through Dr. Harry Marcum of Pet Calls Mobile Vet.