

Hwy 5 Animal Hospital Boarding Policy

Effective January 1, 2024

Policy Statement:

Hwy 5 Animal Hospital is committed to providing a safe, comfortable, and enjoyable boarding experience for your pets. To ensure the well-being of all animals in our care and maintain a harmonious environment, we have established the following Boarding Policy.

Reservation and Check-In:

Reservations:

- Boarding reservations should be made in advance, especially during peak seasons or holidays, to secure a spot for your pet.
- Contact our reception desk directly to make reservations and provide necessary information about your pet.

Vaccination Requirements:

- All pets must be up-to-date on vaccinations as required by our facility. Proof of vaccinations, including rabies, distemper, parvo,, and bordetella, must be provided upon check-in.
- Pets with expired vaccinations must be updated upon arrival or risk refusal of check-in for boarding.

Health Check:

- All pets will undergo a health check upon arrival. Sick or contagious animals may be refused boarding to prevent the spread of illnesses.

Boarding Accommodations:

Suitable Accommodations:

- Pets will be provided with clean and comfortable accommodations based on their size, needs, and any special requirements.
- Owners are welcome to bring personal items such as bedding and toys to make their pet's stay more familiar.

Feeding and Medication:

- Owners must provide clear instructions regarding feeding schedules, portion sizes, and any necessary medications.
- Medications should be in their original packaging, clearly labeled with instructions.

Owner Responsibilities:

Emergency Contact Information:

- Owners must provide accurate contact information, including a reachable phone number, in case of emergencies.
- An emergency contact person should be designated in case the owner cannot be reached.

Behavior and Aggression:

- Owners must inform the boarding facility of any behavioral issues or aggression concerns their pet may have.
- Hwy 5 Animal Hospital reserves the right to refuse boarding services for aggressive or unsafe animals.

Payment and Cancellation:

Payment:

- Payment for boarding services is due upon pick-up.
- Additional charges may apply for special services or veterinary care if required.

Cancellation Policy:

- Owners are required to provide at least 48 hours' notice for cancellations to avoid a cancellation fee.
- During peak seasons or holidays, a longer notice period may be specified.

Pick-Up:

Pick-Up Time:

- Pets should be picked up during regular business hours on the scheduled pick-up date.
- Late pick-ups may be subject to additional fees.

Extended Stay:

- If an owner is unable to pick up their pet on the agreed-upon date, they must notify the boarding facility as soon as possible to make arrangements.

By adhering to this Boarding Policy, we aim to ensure the safety, health, and happiness of all pets entrusted to our care. Thank you for choosing Hwy 5 Animal Hospital for your pet's boarding needs.