

**THE PET RESORT
HEART OF FLORIDA ANIMAL HOSPITAL**

BOARDING POLICY

All dogs must have current immunizations against Rabies, Distemper, Parvo, Corona Virus, Bordetella Bronchitis and Canine Influenza H3N8.

All cats must have current immunizations against Rabies, Feline Distemper, Rhinotracheitis, Calici Virus and Pneumonitis.

All pets must have had a fecal examination for internal parasites within the last six months.

All pets must be free of external parasites (fleas and ticks) when admitted for boarding; or must be treated upon admission.

All dogs will be given a bath before dismissal and the owner charged a reduced fee to cover the cost of the bath. This is a cleansing bath only – not a full grooming.

All pets will be examined and weighed on admission and on the day of dismissal.

An emergency telephone number should be left with the Resort staff.

Any pet that requires emergency veterinary attention will receive it at our discretion and at the owner's expense.

Pets requiring medication will be charged appropriate fees to administer the medication.

There is no charge for administration of heartworm preventatives and vitamins.

Be aware that your pet's diet may have varied while away from home.

Your pet may have barked at other pets; or the temperature and humidity may have been slightly different from your home. This can create problems such as sore throat, tonsillitis or diarrhea. We seek to prevent such problems, but you must understand that these problems do sometimes develop, even with the best of care. Owners will be charged appropriate fees for all treatment and medication needed for reason that are not directly under our control.

When your pet returns home, please do not let him/her eat or drink excessively.

This is a common mistake and often causes diarrhea. Wait at least one hour to give your pet time to calm down before giving a "small" portion of food or water. See "Picking Up Your Pet" sheet for more information.

Please inform us if you are not happy with the way we care for your pet.

Your satisfaction and your pet's well-being are our primary concerns.

We will not be responsible for any toys or pet bedding left with your pet.

We furnish Hill's Pet Nutrition Pet Food and bedding such as pet cots and fleece pads.

Pet owner agrees to notify the Resort staff in advance if there is any change in the date the boarding pet is to be picked up.

If you fail to pick up pet(s) within ten days of the specified pick-up date, your pet(s) will be considered "abandoned" and will be handled in accordance with the Florida State Law and that doing so does not relieve you of your financial obligations.

Pet owner understands and agrees to assume the risks of boarding and hold the Pet Resort / Heart of Florida Animal Hospital harmless for illnesses / conditions that are unavoidable in boarding environments.

We deal honestly, fairly and respectfully with the public and will put the welfare of our boarders and service to our customers above personal gain. All animals can from time to time carry and transmit diseases and these viruses, bacteria and parasites may be undetectable in what appears to be a healthy animal. We pledge to give appropriate care to all boarded pets.

ALL WE NEED IS YOUR PET! YOU ARE WELCOME TO INSPECT THE BOARDING AREAS OR VISIT YOUR PET WHILE BOARDING AT ANYTIME DURING OFFICE HOURS.

Owner's Signature _____ **Date** _____

Printed Name of Owner _____

HEART OF FLORIDA ANIMAL HOSPITAL & THE PET RESORT BOARDING AGREEMENT

DATE TODAY: _____ DATE OF PICK UP: _____ AM ___ PM ___

| | | | | |
|------------------------|----------------------|----------------------|-------|-------|
| OWNER: _____ | <u>BATH</u> | <u>MEDICATION</u> | | |
| | <u>YES</u> <u>NO</u> | <u>YES</u> <u>NO</u> | | |
| PET(S) BOARDING: _____ | _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ | _____ |

PERSONS(S) TO CONTACT IN CASE OF EMERGENCY: _____

EMERGENCY PHONE NUMBER(S): _____

PET'S BELONGINGS (CARRIER, TOYS, BLANKET, ETC.): _____

SPECIAL INSTRUCTIONS (INCLUDE DETAILED MEDICATION DIRECTIONS AND ANYTHING YOU WISH THE DOCTOR OR STAFF TO CHECK OR WATCH FOR): _____

FOR YOUR PET'S HEALTH

VACCINATION POLICY: To insure the protection of all pets under our care all vaccinations must be up to date. All pets must have had a fecal examination for internal parasites with the last six months. All dogs must have current immunizations against Rabies, Distemper, Parvo, Corona Virus, Bordetella Bronchitis, and Canine H3N8 flu vaccine. Also, all dogs must have had a heartworm test within the past twelve months and on heartworm preventative. All cats must have current immunizations against Rabies, Feline Distemper, Rhinotracheitis, Calici Virus and Pneumonitis.

____ I give my permission for the veterinary hospital to update my pet(s) vaccinations in accordance with the above policy.

MEDICAL ILLNESS POLICY: One of the advantages of boarding your pets at a veterinary hospital is that veterinary attention is readily available should the need arise. If one of your pets becomes ill, we will call the emergency number(s) listed above regarding your pets' symptoms, treatment options, and estimate of additional costs. If no one can be reached, however, please indicate your wish below should your pet require treatment to relieve immediate discomfort or to resolve an important medical condition.

____ Please perform whatever services the doctor deems necessary for the best care of my pet until someone can be reached.

____ I authorize up to ___ \$100.00 ___ \$250.00 ___ Other \$ _____ in medical care for my pet until someone can be reached.

____ Do not administer any medical treatment until specific authorization is given.

I fully intend to pick up my pet(s) on the above date specified. If circumstances change, I will notify the Pet Resort of a new pick up date. I understand that if I fail to pick up my pet(s) within ten days of the above date, my pet(s) will be considered "abandoned" and will be handled in accordance with Florida State Law and that doing so does not relieve me of my financial obligations.

SIGNATURE _____ **DATE** _____

BATHS, FLEA TREATMENTS & BOARDING

We require every dog to have a flea treatment upon admission and a bath before it goes home for several important reasons:

1. Even though our runs are cleaned numerous times daily, it is impossible to keep your pet from occasionally dirtying his feet and coat. All active dogs like to run, jump and bark at their neighbors. We feel this activity gives them needed exercise, eliminates boredom, stimulates their appetite, and keeps them from pining their time away. It also gets them dirty! We also take each pet outside individually two to three times a day. Active pets also have a tendency to spill their food and water which makes it difficult to keep the run and the pet clean. Also, anxious pets experiencing separation anxiety tend to bark a lot, therefore drooling on their face and chest. All of these behaviors can make the pet dirty and smelly. When your pet jumps into your car for the happy ride home, we want him to be clean and sweet-smelling when he climbs all over you.

2. We also treat each pet for fleas. Unless a pet is terribly infested, you do not notice fleas or ticks readily. He could come in to us with these pests without your noticing. Also many dogs and cats come through our lobby and parking lot and although we constantly treat these areas for external parasites we can not always control it. In any event, we want to take every precaution to eliminate flea problems. One important fact about fleas is that the flea is an intermediate host for tapeworms.

3. Our intent is to provide a SERVICE to you and your pet. For this reason alone, we are charging a minimal fee to cover the cost. A clean dog stays healthy.

4. Please don't ask for an exception to this rule, unless your veterinarian provides verification that the bath or flea treatment might harm your dog's health. Our boarding facility is temperature controlled and we use high speed dryers to make sure they are not exposed to cold drafts while they are drying.

5. For any pet picked up prior to the specified pick-up date where we are not notified with enough time to provide bathing service at the time of the pet's discharge, the pet may be returned to the Pet Resort within 3 days for the bath service to be done at the reduced fee.

6. According to the American Boarding Kennels Association, the most common objection/complaint to boarding kennels is "my pet came home dirty, smelly and with fleas." Therefore, we are making an earnest effort to eliminate these objections.

BOARDING DISCHARGE INSTRUCTIONS

1. Do Not Feed or Water Your Dog for at Least Four Hours After Returning Home.

Cats adapt to their return home with the same easy acceptance with which they adapt to boarding, but dogs can become very excited when you return home. And when dogs become excited, they tend to gulp food and water. A dog will often act hungry or thirsty upon arriving home even if he has just been watered or fed. Home equals food to many dogs and they will eat because it is a conditioned reflex and not necessarily out of hunger. Unfortunately, owners who allow their dogs to have unlimited access to food and water immediately after returning home frequently triggers vomiting and/or diarrhea. Also, eating or drinking while excited will cause a dog to gulp a lot of extra air which can produce "bloat," an extremely serious problem in dogs. If your dog appears to be thirsty, provide a few ice cubes, rather than water. Let him or her calm down for about four hours before offering any food.

2. Contact the Pet Resort if You Have Any Questions about Your Pet's Behavior after Returning Home.

Sometimes pet owner's become unnecessarily concerned about behavior which is completely normal. For example, many dogs tend to sleep almost continuously for a day or two after returning home. Some dogs experience laryngitis from excessive barking. This is usually a result of being back in a relatively calm environment after the excitement of the kennel. However, if you observe anything that appears to be out of the ordinary, contact the Pet Resort to discuss your observations. The Pet Resort wants you to understand the boarding process and your pet's reaction to it, and will be happy to discuss your pet's stay and any questions you might have.

THANKS FOR STAYING AT THE PET RESORT