

# 2024 Boarding Policy Updates

Thank you for taking the time to learn more about some of our new and continued boarding policies.

These regulations are designed to protect the health of our patients and improve efficiency for our staff.



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## Payment at Drop-off

In an effort to streamline the check-out process, we will ask that boarding fees be paid during the drop-off process. This will allow our staff on focusing to re-uniting you with your pet on pickup day!



## Flea Prevention Required

Proof of current flea prevention will be required for all boarding pets (Hartz and Ultraguard are not accepted). Pets found with fleas on intake, will receive a Capstar (oral). Pets without proof of prevention will be required to purchase a monthly preventative in clinic. This is to prevent the spread of parasites within our clinic.



## Pickup and Dropoff Times

When you make your pet's reservation, a member of our team will ask you to select a specific pickup and drop-off time for your pet's stay. This ensures that staff are prepared for your pet's arrival and that your pet is ready to go when you return!



## Temperament Testing

A trial day stay will be required for all pets who have not boarded with us in the last year. This will allow our team to prepare for your pet's visit and get them used to our hospital. The cost of this day-stay is \$15 and will be applied as a credit for your pet's future boarding reservation.



## Pet Behavior

Patients who exhibit dangerous behavior or self-harm tendencies may require medications during their boarding stay. Our staff are highly trained to identify anxiety triggers and minimize demands on patients. If behavioral modification does not result in a safe environment for staff or the patient, then the owner will be contacted and medications, or early pickup, may be required.