

# **BOARDING POLICY**

## **ST. BETHLEHEM ANIMAL CLINIC**

400 Warfield Blvd. Ct. Ste. A

Clarksville, TN 37043

**(931) 645-4111**

1. All dogs must have current immunizations against Rabies, Distemper, Parvovirus, have had a negative internal parasite test and heartworm test within the past 12 mos. Bordetella bronchitis vaccine due every 6 months.
2. All cats must have current immunizations against Rabies, Feline Distemper, Rhinotracheitis, and Calici Virus.
3. All pets must be free of external parasites (fleas & ticks) when admitted for boarding or must be treated upon admission at owner's expense.
4. All clients are required to read and sign the boarding admitting form each time the pet is admitted.
5. Animals will be admitted & discharged ONLY during regular office hours.
6. Any animal that requires emergency or immediate veterinary attention will receive it at our discretion, and at the owner's expense. An emergency telephone, cell phone, and/ or pager number must be left with the clinic.
7. There is no charge for one or twice daily oral medications. Animals requiring extensive medication or treatment (such as wound treatment) will be charged appropriate fees.
8. The pet's regular diet should be supplied by the owner to help prevent chances of diarrhea from dietary changes. All pets are fed individually once or twice daily as instructed by the owner. We prefer the daily food be provided in Ziploc bags for each feeding.
9. Be aware that any time your pet is kept away from its normal environment STRESS will occur that can limit appetite and or cause vomiting/diarrhea. Additionally the temperature and humidity may be slightly different than your home and your pet may get excited and bark at other pets which can result in sore throats, tonsillitis and/or tracheobronchitis. Our facility has the best ventilation systems available to minimize these problems but you must understand that these problems can occur beyond the control of the facility. We DO NOT MIX PETS BELONGING TO DIFFERENT OWNERS to again maximize the most healthy conditions possible. Owners will be charged appropriate fees for all treatment and medication that might be needed and must be paid at the time of the pet's dismissal from the facility.
10. All new clients must leave a deposit for the full amount of services and boarding for 2 weeks or less. We reserve the right to ask for a deposit from any established clients. Any additional charges resulting from medication, etc. are due and payable at the time the pet is dismissed from the facility.
11. Long term boarding/ or those with unknown pick-ups must be paid in full in advance every two weeks.
12. Due to insurance regulations, if during your pets stay it demonstrates aggressive behavior toward any other pet or person, the pet will remain in a secured boarding run until the owner returns and will not be accepted for boarding at any future time.
13. In order to provide the best service for you and your pet we ask that you please call and inform us if your pick up day changes in any way. Any pet left 5 days past the dismissal date with no client notification are designated as abandoned pets and will be disposed of according to clinic policy for abandoned pets.
14. We are not responsible for any items left with your pet to include but not limited to collars, leashes, bowls, blankets, toys, bedding, etc.
15. Any pet boarding in luxury suites that damages beds, walls, etc. will immediately be moved to general boarding.
16. Owner assumes full responsibility for any medical /surgical services that must be provided from owner request to keep more than one pet being kept together.