

Village Veterinary Hospital
Boarding Policies 2022

We take the responsibility of boarding your pet very seriously! Good communication between our clients and staff is essential for a happy and healthy stay for your pet. Please familiarize yourself with our policies and let us answer any questions you may have.

Reservations: We recommend you call us in advance for boarding reservations. We take reservations on a first come, first served basis, with holidays and weekends being our busiest times. If your plans change, we would appreciate a cancellation telephone call so that others can be accommodated.

Boarding is available for current clients of Village Veterinary Hospital where there is an established doctor/client/patient relationship. If you are not a current client with us, we require an exam to be performed at least 10 days prior to your pet's stay so we can assess their health status and be sure they are up to date with the required vaccinations. In order to allow for continued reservations this will be required at least annually.

Vaccinations: We require all pets to have proof of current vaccinations and a current yearly exam at our hospital. For dogs, this includes Rabies, Distemper, Parvovirus, Leptospirosis, Influenza and Bordetella vaccines. For cats, Rabies and FVRCP (Distemper) vaccinations are required. If you are unfamiliar with these vaccines, please ask our staff for information.

We also require a **negative intestinal parasite screen** within the last 6 months of their stay and be free of fleas. **We reserve the right to treat your pet at your expense if fleas are noted upon entry to the hospital.**

The above vaccine requirements are put in place to make sure that all boarding patients are kept as healthy as possible during their stay with us.

Medications: If your pet is taking medications, they must be brought in their original containers and given as directed on the label. **Do not** use Ziploc baggies, pill counters, etc. We will not use these medications. If a conventional medication is brought in this way, we will refill what your pet needs for their stay with us. If a supplement is brought in this way, unfortunately we will not be able to administer during their stay. **This ensures that we are giving the correct medication!**

Feeding: Our standard food for our canine and feline guests is a stomach friendly diet, Purina EN. If your pet has special feeding requirements or you would like to bring their own diet, **please bring us the food pre-packaged in the appropriate amount for each day with specific instructions on when and how to feed.** This will ensure we are following your specific dietary requests.

Personal Items: Please place your pet's name and your first and last name in permanent marker on any personal items left with us during your stay. **We cannot promise that items will not get lost or damaged. We do not allow raw hides, bully sticks or edible chews** due to the potential choking hazard. **Please leave large pet bed and blankets at home as well provide comfortable bedding for your pet!**

Authorizations of Medical Treatment: We require your authorization to provide medical or surgical for your pet, should the doctor feel it is necessary. We will make every attempt to reach you therefore your emergency telephone number and/or verification of current email is extremely important! If you will be travelling out of the country or on a cruise and will be unavailable to receive calls, please provide us with the name and telephone number of a person who can make medical decisions in your absence.

Picking up/Dropping off your pet: We appreciate arrival for drop-off no later than 45 minutes prior to our closing so we can ensure ample time to comfortably situate your pet into their new surroundings. Cats must be in a carrier. Our hours are Monday-Friday 7:30am-6pm, Saturday 7:30am-1pm and Sunday pick-up hours are between 4-4:30 pm.

Sunday Pickup: We offer Sunday pick-up on Sunday afternoons from 4-4:30pm Boarding charges will need to be prepaid when your animal is dropped off for boarding. Kennel staff are not allowed to release your pet unless Sunday pick-up has been pre-paid. When you arrive at the clinic to pick up, we will have you call the clinic cell phone to reach our kennel staff and they will bring your pet out to you. This number is (515)707-4817

Please print and sign this document and bring with you when dropping off your boarding pet!

Print name: _____

Date: _____

Sign name: _____