

## Hebron Animal Hospital Pet Boarding Policy

The doctors and staff of the Hebron Animal Hospital want to thank you for entrusting us with the care of your pet while you are away. We make every effort to make their stay as welcoming and comfortable as possible. We want them to socialize with the staff in a very “hi-touch” fashion. We would like to provide you with a few policies we have regarding your pet’s stay with us:

- Your pet must remain on a leash at all times, except when confined in a cage or run (indoor or outdoor). This includes from the time your pet exits your car, until our staff takes responsibility (possession) of your pet, and then again as you leave our facility after picking them up. Obviously we are located adjacent to a very busy thoroughfare, and the worst of all scenarios would be a pet getting away and running into the path of a moving vehicle. We promise to take absolutely EVERY precaution to prevent this, and ask that you do the same.
- Our facilities will accommodate a fair number of pets; however during peak seasons they are unlikely to accommodate all those in need. Therefore it is necessary to *board pets only by appointment/reservations* at all times. If you are planning a trip during the peak traveling seasons including Thanksgiving and the Christmas/New Year holidays, you may need to make your reservations 8-10 weeks in advance, or more.
- All pets must have documented proof of vaccination by a *licensed veterinarian at least two weeks prior to boarding*. Without proof, your pet will not be allowed to stay with us. This is for your pet’s protection, and for the protection of the other guests staying with us. Absolutely no omissions will be permitted.
  - Dogs must be vaccinated for: Parvo, Distemper, Hepatitis, Parainfluenza, Bordatella (kennel cough), and Rabies.
  - Cats must be vaccinated for: Calicivirus, Rhinotracheitis, Chlamydia, Panleukopenia (Distemper), and Rabies.
  - All Pets must have a negative intestinal parasite check (fecal floatation) within 6 months of their boarding reservation.
- We want you to understand our “*flea free guarantee*”. To prevent flea infestation to all, including our facility, all canine and feline guests will be administered Capstar, an adulticide for fleas in a tablet form, manufactured by Novartis Animal Health. You can learn more about this product at <http://www.ah.novartis.com/products/en/cab/capstar.shtml>. This policy is irrespective of the time of year or seasons, and is *not optional*, and the pet owner will be billed for the cost of this service. The pets will be given another dose the morning of departure. This tablet will kill every flea on a pet within 30-60 minutes, and is totally safe to all dogs and cats. This is the only way we can guarantee that your pet, as well as all the others entrusted to us, will not bring home any “unwanted guests”.
- We have every intention of permitting your pet as much **exercise** and **outdoor time** as necessary and as weather permits, to ensure your pet is regularly stimulated, gets adequate exercise, and ample time to perform his/her eliminations. We further agree to not put any limit on the number of such occurrences, nor will there be additional charges to the owner.
- Although we will make every effort possible to ward off any illness, and provide the safest physical facilities possible, from time to time accidents or illness do occur. We want the pet owner to understand and accept that *if necessary, the doctors and staff will treat as necessary for any illness or injury occurring while in our care, at the owner’s expense*. We agree to contact the pet owner in such instances first, but should the owner not be reachable, we will treat your pet the same as if your pet were to be our own.
- If your pet requires specific **food**, we ask that you provide the food in an amount sufficient for the pet’s stay. Please include detailed written instructions about how much to feed. We will feed Hill’s Science Diet Adult food, unless otherwise provided.

- **Medicine** must be in the **original prescription bottle** labeled with dosing instructions. Please provide an amount sufficient for the pet's stay.
- **Admissions** and **Discharges** will only be permitted during normal hours of hospital operation, and no exceptions will be permitted. Our hours of operation are: M, Tu, and Th—8 AM to 8 PM; W, F—8 AM to 6 PM, and Saturdays 8 AM to 2 PM. Although we will be present to care for your pets on Sundays and Holidays, we will not be staffed to admit or dismiss pets on these days. There will be no exceptions to this rule.
- If your pet stays 2 or more days (there is a 2 day minimum), your pet can receive a **bath**, at your request, at 50% off the normal fee. If your pet stays 4 or more days, the bath is free. Please be sure to indicate if you want this service.
- The days of board are calculated as follows:
  1. The day of arrival is a day of board (must be dropped off after 2:00 PM)
  2. **Checkout time is before 2:00 PM on the day of departure.** Pets picked up after 2:00 PM but before 3:00 PM will be charged an additional ½ day boarding fee, and after 3:00 PM will be charged the full additional day boarding fee.
- All reservations must be held with a credit card. We accept Visa, Mastercard, Discover, and American Express.
- Cancellation Policy: We require 24 hour notice of your boarding cancellation. Failure of notice will result in 1 day boarding charge, up to the full length's stay during peak times.

We take great pride in our facilities and in providing our patients as well as our guests with the same attention and care we would provide our own pets. Please inspect your pet thoroughly at the time of departure. Let us know if you have any concerns or questions immediately, that we might address them. We maintain an open door policy, and will be glad to provide a full, detailed and documented report of your pet's stay, as well as any incidents that may have occurred.

I have read and understood the Hebron Animal Hospital's Boarding Policies

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Signature

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Date

**Pet Owner:** \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**Emergency Contact:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**Pet's Name:** \_\_\_\_\_

**Pet's Weight at Check-in :** \_\_\_\_\_

Feeding Instructions: Type=\_\_\_\_\_

Amount=\_\_\_\_\_

Frequency=\_\_\_\_\_

**Client Initials** \_\_\_\_\_

**Medications required:** Drug \_\_\_\_\_ Dose \_\_\_\_\_ Frequency \_\_\_\_\_

Drug \_\_\_\_\_ Dose \_\_\_\_\_ Frequency \_\_\_\_\_

Drug \_\_\_\_\_ Dose \_\_\_\_\_ Frequency \_\_\_\_\_

**Client Initials** \_\_\_\_\_

**Pick-Up Date:** \_\_\_\_\_ **Bath date if requested:** \_\_\_\_\_

**Special Instructions:** (*Surgery, Exam, Medical Conditions or any concerns you wish a Doctor to address*) \_\_\_\_\_

\_\_\_\_\_

**Client Initials** \_\_\_\_\_

I have read and understood the Hebron Animal Hospital's Boarding Policies and certify the correctness of the given information above.

Signed,

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

3505 North Bend Rd.  
Hebron, KY 41048  
[www.hebronanimalhospital.com](http://www.hebronanimalhospital.com)

Phone: 859-689-4700      Fax: 859-689-2777      [info@hebronanimalhospital.com](mailto:info@hebronanimalhospital.com)

**Medical Treatment Authorization**

I \_\_\_\_\_ do hereby agree to the following in regards to my pet \_\_\_\_\_ while boarding at the Hebron Animal Hospital.

\_\_\_\_\_ I agree to/ authorize any and all medical treatment which may be necessary.

\_\_\_\_\_ I agree to/authorize any and all necessary medical treatment up to \$ \_\_\_\_\_

\_\_\_\_\_ I do not agree to/authorize any medical treatment without speaking to Hebron Animal Hospital

Staff first. (In the event of an emergent situation we will take the necessary measures to stabilize your pet until you are able to be reached)

I understand that regardless of which option I have selected above and what authorization I have given, every effort will be made to contact me before any medical treatment is administered. My preauthorization is only required in the event I cannot be reached while my animal(s) are being boarded at Hebron Animal Hospital and required medical treatment. The agreement will expire 1 year from the date of origination.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Staff Initials \_\_\_\_\_