

# BOARDING/HOSPITALIZATION POLICY

## PLEASE INITIAL IN EACH CIRCLE BELOW:

- < > 1. A limited space is available only to healthy and vaccinated pets.
- < > 2. Boarding is charged from the day of admittance (**any time of the day**) until the day of discharge. **If you pick up before 11 am on the day of discharge, you will not be charged for that day.**
3. During the holidays when many of the pets are being bathed for discharged, it is requested you call prior to pick up to assure your pet's readiness. On these days, clients will receive early pick up first, if requested.
- < > 4. Your pet will be checked for fleas, ticks and any other parasite upon arrival. If your pet has **ANY** parasites, they **WILL BE REQUIRED TO BE TREATED FOR PARASITE CONTROL**. The parasite control treatment(s) (which will depend on the type of parasite), will be at the **OWNER'S EXPENSE**.
- < > 5. Having your pet bathed prior to discharge is **RECOMMENDED**, but **NOT REQUIRED**. However, they may be **REQUIRED** to be bathed for sanitary reasons at the owner's expense.
- < > 6. Please bring any medication that your pet is **CURRENTLY** taking and that is required for their health at the time of boarding.
- \*\*Make sure each medication is properly labeled with your pet's name, the name of the medication and directions.
- \*\*If the current directions differ from the directions on the medication bottle, inform the receptionist
- \*\*If you put your pet's medication in the bag with their food, **WE ARE NOT RESPONSIBLE IF THEY DO NOT RECEIVE THEIR MEDICATIONS!!!**
- < > 7. There is a daily charge for giving medications to your pet. See the receptionist for the cost.
- < > 8. There **MAY** be a daily charge if your pet requires "special care or needs" on a daily basis. See the receptionist for cost.
9. Please call if you are delayed or plan on returning early. This allows us to prepare your pet for discharge.
10. Holiday reservations should be made at least 3-4 weeks in advance! On the day of drop off, your pet must arrived **at least (1) hour** prior to closing.
- < > 11. **NEW CLIENTS:** boarding pets are required to pay a deposit of one half the entire boarding fees (**CASH OR CREDIT CARD ONLY**) at the time of admittance. The remainder will be due at the time of discharge.
- < > 12. **EXTENDING BOARDING:** pets boarding for an extended period of time. Owner must pay (2) weeks in advance (at drop off) and must keep a (2) week credit balance on their account. At discharge, any balance will be credited back to the owner.
- < > 13. Boarding fees must be paid in full at the time of discharge.
- < > 14. Pets are not discharged on **SUNDAYS, HOLIDAYS** or **AFTER HOURS (AFTER 5PM M-F/ AFTER 12PM SAT)\*\*\*\*\***.
- < > 15. Any pet that develops a **MEDICAL PROBLEM** (*that the doctor deems urgent*) while boarding. He/she will be treated **AT THE OWNER'S EXPENSE**. (This includes **STRESS DIARRHEA**, which is very common in boarding and is treated with medication and a bland diet)
- < > 16. Vaccines required in ordered to board are (**DOG**-DHPP, Rabies, Bordetella, Influenza {H3N8/H3N2}// **CAT**- FVRCP, Rabies). All vaccinations must be current (according to MAH policy). All vaccinations **MUST** be given by a **LICENSED VETERINARIAN**. If written proof of required vaccinations cannot be provided at the time of admittance, then the required vaccines **WILL BE GIVEN AT THE OWNER'S EXPENSE at MAH**.
- < > 17. Pets that are boarding and extend their stay into **HOLIDAY** boarding **WITHOUT** prior reservation maybe charged an additional **\$FEE/pet/day** + regular boarding fee. This may be due to their boarding space being booked for holiday boarding.
- < > 18. **EXCESSIVELY AGGRESSIVE OR DESTRUCTIVE ANIMALS:** There will be an additional fee of **\$FEE/pet/day + regular boarding fees**, for any animal that is excessively aggressive towards the staff &/or other animals or if they are excessively destructive to MAH property. The owner **WILL** be responsible for any and all damages.
- < > 19. **PETS WHO ARE DIABETICS OR HAVE SEIZURES:** Mercury Animal Hospital is **NOT staffed 24 hours a day**. Therefore, pets that are diabetic or have seizures cannot be monitored **after 6pm (weekdays), after 12pm on Sat and all day Sunday**. Because these pets are prone to having complications, owners must be aware of the potential dangers of boarding at a non-24 hour veterinary hospital. Every precaution will be used to ensure your pet has a safe boarding stay. "I release Mercury Animal Hospital from any liability that may arise from medical complications of my pet occurring after hours, due to their sickness.

I UNDERSTAND THE ABOVE POLICIES AND DO HEREBY AGREE TO THEM

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_