

# Redwood Animal Hospital Boarding Contract

## PLEASE READ ENTIRE FORM BEFORE INITIALING BOARDING FORM

**A CREDIT CARD MUST BE ON FILE.** This credit card is only to be used if someone else on your behalf will be picking up your pet. **You must call us to let us know who said person is.** That person must present their ID at time of pickup and invoice must be paid.

**IF YOUR PET BOARDS FOR 10 DAYS OR MORE,** Redwood Animal Hospital requires a 50% deposit. This deposit may be paid at drop-off or charged to a credit card at the time of reservation scheduling. The deposit will be applied toward the total boarding charges. If your plans change and you would like to cancel your reservation, you are eligible for a full refund upon cancellation.

**EXAMINATION** must be current at Redwood Animal Hospital in order to board. It is important for us to know your pet's medical history and about any current medical conditions. Furthermore, we want our clients to have peace of mind knowing that our professional medical staff is watching over your pet.

**VACCINATIONS** must be current on all boarding pets. We strongly recommend that you have proof of vaccinations on file 48 hours prior to your reservation. Pets that are not current on vaccinations may be turned away for boarding. Please ask receptionist about vaccines required for boarding.

**FLEA CONTROL** is required. We will flea comb your pet immediately upon check-in and inform you of our findings. Advantage or Frontline will be applied to your pet and a CAPSTAR will be given orally to your pet *if* fleas or flea dirt are found. CAPSTAR is a very safe medication that kills all adult fleas **within 30 minutes**. Cost of this treatment can be up to \$35 depending on the size of your pet **and will be added to your boarding invoice.**

**\*\*\*WE ARE NOT A 24 HOUR FACILITY\*\*\*** Please understand that between the hours of 6pm and 6am, our hospital is unstaffed. Should a medical emergency happen during that time, there is no one here to treat your pet. If you would like your pet boarded at a 24 hour facility, please talk to one of our receptionists for a referral.

**SPECIAL FOODS** should be brought in adequate supply for the pet's entire stay. Please mark your container with your PET'S FIRST AND LAST NAME and FEEDING INSTRUCTIONS. If no special diet is requested, we offer Purina EN brand (or comparable) to our canine friends and Kirkland and Purina brand to our feline friends. As with any transition to new food, your pet may develop diarrhea while boarding here. Redwood Animal Hospital will monitor this and if your pet does develop diarrhea while here, **an examination may need to be done to dispense anti-diarrheal medication to be given during boarding (\$55.00 for the exam and an additional charge for medications dispensed).** We will call the emergency numbers listed to get approval for the exam and medications, however if we cannot get a hold of you, we will look to the emergency form to see what is listed so that we can treat your pet while boarding). Also an administering fee will be charged to medicate daily during the stay.

**MEDICATIONS** can be administered for an extra charge. Please bring all medications in their **original prescription bottles**. If your pet requires treatment during off hours, you may be charged an additional fee to have medical personnel make special trips to the hospital. Be sure to bring enough medications for your pet's entire stay. If a refill is required to finish out your pet's stay, the medication charges will be added to your boarding invoice. **Note:** If your pet has diabetes mellitus or another medical condition that requires close monitoring, please ask us about SPECIAL NEEDS BOARDING.

**PERSONAL ITEMS are best left at home.** Redwood Animal Hospital maintains a plentiful supply of everything your pet needs during his or her stay with us. We cannot guarantee that your items will be returned. Collars and leashes go home with you. If items are left, they may get destroyed, soiled, or lost in our laundry cycles.

**\*\*\*EMERGENCY CONTACT INFORMATION** must be left with our staff. If you or the responsible parties are unreachable after several attempts, **Redwood Animal Hospital will go ahead and treat your pet.** However, in case of a serious medical emergency, all necessary treatments to stabilize your pet will be attempted before trying to contact you or your responsible party.

**\*\*\*If your pet is having a more serious emergency then we can treat and needs to be transported to an emergency facility (Advanced Veterinary Care Center), this will be done at your expense whether you select Option A, B or C of the Emergency Treatment Form. You are responsible for all cost of treatments performed at Redwood Animal Hospital as well as Advanced Veterinary Care Center.**

**CHECK OUT** is any time before 5:30pm during the weekdays and 12:30pm on Saturdays. Boarding is charged per night, so no additional charges will be incurred if your pet stays until 5:30pm or 12:30pm on Saturday. If you are unable to pick up before closing, your pet will have to stay an additional night and you will be charged accordingly. Please check your pet at time of pick up and bring up any concerns to our attention immediately. Any boarding related issues need to be handled immediately. **Once your pet has been picked up, Redwood Animal Hospital cannot be held responsible for medical issues.**

**ABANDONMENT POLICY** Pet(s) must be picked up on the date specified. If for any reason you cannot pick up your pet by the agreed upon date, you must notify Redwood Animal Hospital of the new date. Please understand that if you have not been in contact with Redwood Animal Hospital and your pet has been left for more than 14 days beyond scheduled pick up, your pet will be considered abandoned and may be placed in another home or humanely euthanized.