

St. Cloud Pet Resort Policy

Vaccination Policy- All pets boarding at St. Cloud Pet Resort are required to be up to date on vaccines. For dogs: Rabies, DHLPP, Bordetella, and Canine Influenza. For cats: Rabies, FVRCP, and Bordetella. If your pet has been vaccinated at another facility you must provide written verification. If you do not provide verification then all vaccines will be given at your expense. All pets entering the resort are required to have a current exam and a current negative intestinal parasite exam within the past 6 months by a licensed veterinarian.

Internal and external parasite policy- All dogs are required to be on flea and tick prevention. All cats are required to be on flea control. Your pet will be inspected for fleas and ticks upon admission. If any fleas or ticks are detected we require that your pet be bathed and treated prior to boarding at our facility at the owner's expense. If intestinal parasites are detected in your pet's feces, your pet will be treated at the owner's expense.

Arrival/Dismissal Policy- Pets arrival/dismissal times are contingent upon staff availability and seasonal exceptions. Typically we will admit/dismiss pets during our normal operating hours but prefer Monday – Friday from 9am-5:00pm.

General Policy- We require at minimum one emergency contact phone number of someone authorized to make medical treatment decisions. We do not allow visitation during a pet's stay as this may cause emotional stress, unnecessary barking, and excessive urination of not only your pet but for all our other guests as well. Group accommodations are not permitted due to health reasons. Our fees are quoted on an individual basis per day and group housing not only costs just as much as individual housing but contributes to diminished space and comfort for each guest. It also compromises the daily health assessment of each guest. We cannot monitor daily food intake if multiple pets are sharing the same food dish. Likewise, we cannot determine if injuries occurred while multiple pets are housed together. Pets requiring daily oral medications and/or vitamins will be charged an additional fee of \$3.00 per day, injectable medications will be charged \$6.00 per day.

Recommendations- We highly recommend that any pet staying longer than one week receive a hydrosurge bath prior to dismissal as a means of destressing your pet. Any pets receiving a hydrosurge bath will require a PM dismissal.

Optional services- Discounted Hydrosurge Bath (fee based on weight) Nail trim (\$11.00)
Orthopedic Bedding (\$6.00 min. fee) Anal gland expression (\$16.00)
Microchip implantation and registration (\$58.00)

Services Provided- We will provide food and bedding for all pets except exotics. However if your pet will only eat certain foods or is on a special diet you may bring your own food divided (one serving) into sealed containers with your pet's name on each container. Personal exercise yard time is 3 times per day on weekdays and twice a day on weekends/holidays. We will NOT be responsible for any items left with your pet or any health problems that may develop from your pet's toys or blankets. All collars should be removed when admitted.

Acknowledgements- Be aware that your pet's diet may have varied while away from home. It may have barked at other pets; or the temperature and humidity may have been slightly different from your home. That can create problems such as sore throats, tonsillitis, or diarrhea. We seek to prevent such problems but you must understand that these problems do sometimes develop, even with the best of care. Owners will be charged appropriate fees for all treatment and medications needed for reasons that are not directly under our control. Please inform us if you are NOT happy with the way we care for your pet. Your satisfaction and your pet's well-being are our primary concerns.

Boarding Agreement- St. Cloud Pet Resort will use all reasonable precaution against injury, escape, or death of a pet. The clinic and staff will not be held liable for any problems that develop provided reasonable care and precautions are followed. I understand that if a medical problem is discovered, St. Cloud Veterinary Center will make every attempt to reach the client and/or emergency contact to discuss the problem and determine the best course of action to be taken. If the owner/emergency contact cannot be reached the attending veterinarian has my permission to take the necessary steps to diagnose and treat in accordance with current medical standards. In case of an emergency, measures to preserve and stabilize vital function will be taken immediately. I assume full financial responsibility for lodging, veterinary services, and any other expenses incurred while my pet is boarded. I verify that I have read, fully understand, and agree with the terms of this agreement.

Owner/Agent _____ Date: _____

Emergency contact name and number _____