

# Hopewell Veterinary Hospital

## Boarding Information

Thank you for your interest in boarding your pet with us! This will help to explain some of our policies and procedures to help to ensure that your pet has a safe and happy stay with us.

**Facility and Services:** Our indoor kennel is fully air-conditioned and heated. All dogs are walked 4 times a day in our fenced in yard. All cages and runs are cleaned twice a day, and closely monitored by our kennel staff. Any changes in behavior, eating or elimination are quickly brought to the attention of our veterinary staff.

**Food:** Clients are encouraged to bring their pet's own food, so that they can receive the same diet they are used to eating at home. Through years of experience, we have found that animals do best if they are fed their normal diet while they are away from home. Dogs that do not have their own food are fed Hill's Sensitive Stomach dry food or Iams canned food. Cats are fed Iams Adult cat food.

**Toys and Personal Items:** Please leave your pet's own toys at home. We cannot be responsible for lost personal items. For your pet's safety, please remove any choker or prong collars before boarding. We have a good supply of blankets and towels that are washed regularly and can be provided for pets' comfort during their stay with us.

**Vaccinations:** All boarding animals must be up to date on their vaccinations. Dogs must be current on their DHPP, Rabies and Bordetella immunizations. Cats must be up to date on their FVRCP, and Rabies immunizations. Vaccinations must be done 2 weeks before the animal is to board with us to ensure proper immunity. This policy is essential to protect your pet as well as any other boarding animals.

**Dog Licenses:** All dogs boarding with us need to have a current license.

**Contact Information:** Please make sure that we have your current contact information as well as an emergency contact in case you are not be able to be reached.

**General Reservations:** Reservations are required and should be made well in advance for the busiest times of the year (during the summer and holidays). *Cancellations MUST be made at least 48 hours in advance. Reservations that are not cancelled will incur a fee equal to one night of boarding for each cage reserved.*

**Prepayment for runs:** Because of the limited number of runs and the demand for these runs, we require prepayment for the entire boarding reservation. If the reservation for the run is cancelled at least 48 hours in advance the full prepayment will be placed as a credit on your account or refunded.

**Fee policy:** The daily rate is charged for each calendar day of the stay, including the day of arrival, regardless of the arrival time. If the pet is picked up in the morning before 12 noon, there is no charge for that day. Please inquire about rates for daytime only boarding.

### Hours for pet check-in and release:

**Mon.-Fri.** 8:00AM - 8:00PM

**Sat.** 8:00AM - 12:00PM

**Sun:** 5:00PM - 8:00PM

Although our kennel is open 365 days a year, pets cannot be checked-in or released on major holidays because our office is closed. Please call for holiday hours.