

Client Name: _____

Pet Name: _____



Raintree Animal Hospital Boarding Policies

Check-In and Check-Out Times

- Monday - Friday: 8:00 -10:00 am and 3:00 - 5:00 pm
- Saturday: 8:00 - 10:00 am and 2:00 - 4:00 pm
- Sunday: CLOSED
- **PLEASE NOTE: Hours are subject to change during holidays.**

Meals

We feed Royal Canin Gastrointestinal wet and/or dry to the dogs and Hill's Sensitive Stomach dry and/or Royal Canin wet to the cats at no additional charge. However, if you choose to bring in your own food, it must be labeled with the pets' first and last name, food brand, and the amount normally fed at home.

Medication

Prescription medication(s) provided by owners must be in the original container and have a label from the prescribing veterinarian. Label would include the patient's name, medication name, strength, appropriate dosage and the name of the prescribing veterinarian. We cannot accept prescription medication mixed in with your pet's food.

Bedding

We provide clean, comfortable bedding (or orthopedic beds) for all of our feline & canine guests that is changed out and washed daily (or as needed). If you chose to bring in bedding for your pet during their stay here, please note that we cannot be responsible for bedding that is accidentally bleached, misplaced, soiled, destroyed, etc.

Toys/Personal Items

We do have toys and treats available that we provide for all of our guests, however three (3) toys or personal items are allowed for each pet from home. Raintree Animal Hospital cannot be held responsible for items that are lost or ruined during their pets' stay so please do not leave anything of high value or importance. All items left should be permanently labeled with your pet(s) first and last name.

Quality Times / Bathroom Breaks

Dogs are often taken out on a leash off of the premises during quality times. There is always the possibility of contact with other dogs not under the control of the owner(s) that could potentially result in injury. We strive to keep your pet safe at all times, but there are a few risks associated with walks. Raintree cannot be held accountable for situations that arise from quality times. In addition, Raintree Animal Hospital and its staff will do all that is possible to prevent the escape of your pet. The slip leads used are designed to keep pets from slipping out, however in the case a pet does escape and is not retrievable (runs off), I will not hold Raintree Animal Hospital responsible. Signing this policy gives Raintree team members permission to take your pet off the premises for quality times.

Safety, Health & Activity

Sometimes hyperactive pets can become hoarse from being vocal, get sore feet, lacerations, mouth trauma or other injuries from being overly active, or soiled coats from excitability. Raintree Animal Hospital reserves the right to sedate pets that are likely to cause harm to themselves due to anxiety. Safety and health is a top priority at Raintree Animal Hospital. Pets are regularly observed for changes in physical condition. If a pet appears to be sick or injured, owners are responsible for their pet's care and treatment. You can be assured that all precautions are taken to prevent injuries and address any health issues.

Diarrhea

Most pets that stay in a kennel adjust well, but sometimes pets can develop loose stools or diarrhea due to stress that can last for a variable amount of time. We currently use FortiFlora for cats and for dogs to help regulate their systems when they have diarrhea or upset stomachs. These are unique pro-biotic supplements that contain live active cultures to promote intestinal health and balance. We also have protocols in place to deal with diarrhea initially, but cannot be held responsible for this common issue if the problem persists or worsens during your pet(s) stay.

Kennel Cough

Kennel cough is a contagious disease spread between dogs through respiratory transmission. However, like all vaccines, it is not 100% effective. It's very similar to the way the flu vaccine works in humans. There is always a risk of still contracting kennel cough when in any kennel environment. All of our canine guests are required to be up-to-date on the Bordetella vaccine in order to stay here. If a pet contracts kennel cough during their stay, owners are responsible for the care and treatment.

Grooming

The boarding environment can be stressful due to the new surroundings and abnormal time schedule. This can cause animals to show behaviors they do not normally exhibit at home like accidents in their kennels, on bedding, or on themselves. We strive to provide a clean personal area for your pet; and when needed we use a dry shampoo as well as grooming wipes to help keep your pet clean. We do not currently have a groomer on staff. However, we can provide a simple bath and brush when requested at owner's expense.

By signing and dating below, I agree that I have read the Raintree Animal Hospital Kennel Policies and all questions have been answered to my satisfaction.

Signature

Print Name

Date