

COLLIERVILLE ANIMAL CLINIC PET RESORT
474 HIGHWAY 72 • COLLIERVILLE, TN 38017
RESORT (901) 854-1500 • CLINIC (901) 853-8519

BOARDING POLICY

- **HOURS:** Animals can be checked in or checked out during office hours (**7:00-6:00 Monday—Friday, 7:00-12:00 PM on Saturday**). Animals may be checked out on Sunday between 4:00 and 5:00 PM for an additional fee of **\$43 per animal**. Any animals released other than the above times **will be charged an emergency fee**.
- **HOLIDAYS:** **There is no Holiday check in or check out of board animals**. Holidays include: Easter, Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas, New Year's Day, Mother's Day, Father's Day, and Sundays preceding a Monday holiday.
- **VACCINATIONS:** It is the responsibility of the animal owner to provide the resort staff with proof of up to date vaccinations for each animal. A licensed veterinarian must give the vaccinations. We will not accept any animal into the resort without current vaccinations. If your pet is not current on vaccinations, a complete physical exam will be required, which will include: Rabies, Distemper/Parvo/Corona, Bordetella, Fecal and Heartworm check. For our feline guests the complete physical exam will include: Rabies, Feline Leukemia, FE-FRT-CV and Deworming. We also inspect each animal upon check-in for external parasites such as fleas and ticks. We will treat infected animals *at the owner's cost* to protect other animals at the facility.
- **BOARDING BILL:** **Must be paid in advance or at time of check-out. We do not bill clients.** There will be a 3-day minimum charge for boarding during a holiday season. This will be in addition to the \$43 Sunday check-out fee. The Christmas season will run December 23 through January 2. The Thanksgiving holiday will run Wednesday through Sunday. ***During this period, there will be a 3-day minimum charge regardless of length of stay.***
- **BEDDING:** Due to the time involved in keeping bedding clean and returned to the proper pet, **we will not use large beds brought from home. Only towels and small blankets brought from home and marked with the pet's full name with indelible marker will be used.** We supply cage paper and cushioned cage pads may be purchased for your pet's comfort.
- **TOYS:** **Only toys marked with indelible marker with the pet's full name can be returned to you upon check out. Natural chew toys such as rawhide bones, cow hooves, pig ears, etc. WILL NOT BE RETURNED.**
- **FEEDINGS:** If food is brought from home, **it must be individually packaged in Ziploc** bags for each feeding. This is to ensure we feed your pet the proper amount. Unless requested to, we do not feed on the day of check out.
- **COLLARS AND LEASHES:** All collars, leashes and cages will be sent home at time of check-in.
- **MEDICATION:** Any medication to be given to your pet during its stay must be listed on the check-in form. Oral and topical medications, including daily heartworm tablets, are administered by veterinarians and qualified technicians at no extra cost. Monthly heartworm pills, flea/tick control to be given to animal must be brought from home or purchased from the clinic. Insulin injections and antigen/staphage injections will be given at an extra cost.
- **BATHS/GROOMING:** If you request bathing or grooming services for your pet, there is an additional charge. ***These animals must be checked out later in the day due to drying and brush out times.*** The Resort Staff will arrange a pick up time with you. **NO BATHS** will be done on Sundays or holidays.
- **ACCOMMODATIONS:** Animals are kenneled according to size of animal. Upgrading to a larger cage or run for an additional charge is based on availability. Double occupancy is allowed as long as animals combined weight does not exceed the cage manufacturers weight restrictions. The Resort Staff reserves the right to move animals to different accommodations if animals are uncomfortable or incompatible with their roommate. Owner assumes all cost of accommodation changes.
- **EXERCISE:** Each animal, regardless of where they are kenneled, is exercised at least four times daily in our fenced exercise yard. Extra exercise sessions (playtimes) are available Monday through Friday, excluding Holidays) at an extra charge. These sessions are conducted in the afternoons by our staff and allow the pet special attention and exercise.
- **ILLNESS:** Please alert our staff of any medical or behavior problems your pets have at time of check in. If your pet should become ill while boarding, we will treat at the veterinarian's discretion and *at your expense*. Please remember that this is a stressful time for your pet, just as traveling and staying in hotels is for you.

Owner _____ Technician _____ Date _____