



# Lakeland Veterinary Hospital

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[www.lakelandvet.net](http://www.lakelandvet.net)



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## Boarding Agreement Information

### Services

We agree to provide the specific services to your pet for each visit as indicated on the Boarding Profile & Release Form. We will exercise reasonable judgment in all circumstances as we provide the services.

### Payment for Services & Current Rates

You agree to pay us for the services we provide to your pet during each visit at the rates set forth, as listed below. Prices are subject to change without notice and seasonal rates may apply. Charges begin on the day you leave your pet. Boarding charges must be paid in full at the time your pet goes home, unless special arrangements have been made with the Office or Kennel Manager prior to discharge.

#### Dogs

Run (large to giant-breed dogs): \$28.50/night per dog plus tax  
Kennel (small to medium dogs): \$26.50/night per dog plus tax

#### Cats

\$18.00/night per cat plus tax

If your pet has special needs, such as insulin care, medications, specialized feeding or extra handling charges, additional fees may apply. If you are boarding more than one dog per kennel/run, there is a discount available. Please ask for details.

### Reservations & Cancellations

Reservations will be accepted but not guaranteed without verification of Lakeland Veterinary Hospital requirements. If you need to cancel your reservation, please do so at least (2) days prior to your arrival date.

### Check-In and Check-Out

Lakeland Veterinary Hospital's lobby is open for Check-In and Check-Out as provided on the opposite side. We may ask you for identification as we want to be sure we only release your pet to you, your Agent or such other individual(s) designated by you in writing as authorized to pick up your pet.

### Pet Health and Behavior

- No pet can stay with us unless we have confirmation from a licensed veterinarian that all of the pet's required immunizations meet Lakeland Veterinary Hospital requirements and the pet is healthy.
- If your pet is found to have fleas, you authorize their removal at your additional expense.
- We reserve the right to refuse to accept a pet if at Check-In it appears to us that such pet is sick or that its behavior could jeopardize the health or safety of other pets or our staff.
- For the health of your pet, our policy is to examine pets that show obvious signs of illness or have not eaten for 36-48 hours after offering a variety of foods. If your pet's symptoms do not resolve, an exam will be performed and treatment started. Geriatric, obese or pets with pre-existing conditions will be examined sooner. We have a doctor on-call in case of emergency. If your pet becomes ill on a Saturday, Sunday or a holiday and requires immediate care, we will contact the on-call doctor. Most treatments can be started with a phone consult with the doctor; however, the \$154.00 emergency and exam fee will apply if a doctor is required in attendance after-hours. We will do everything possible to minimize all costs to you, without compromising your pet's health and welfare while staying with us. If treatment is necessary for your pet, we will contact you at the numbers listed on the reverse side. If you are unavailable, we will leave a message at your emergency contact number.

### Pets not picked up on Departure Date

In the event that you or your agent do not pick up your pet on the agreed upon Departure Date, you hereby authorize us to continue to provide the daily services as set forth in the Boarding Profile & Release form. Please contact us as soon as you know that the departure date is changing. Your pet will be considered abandoned on the third day after the scheduled departure date, unless notified of change. In this case, all services for your pet (other than basic services) will be terminated. We will attempt to contact you in writing at the address you have provided, advising you that if your pet is not picked up within a specified time period your pet will be deemed to be abandoned and that we will deliver your pet to a third party adoption partner, Animal Control or the pet may be euthanized. You shall remain liable to Lakeland Veterinary Hospital for all unpaid charges including the court costs and reasonable attorney's fees incurred in the collection of the charges.

# What to Expect

Thank you for choosing Lakeland Veterinary Hospital to board your pet. We will do everything possible to make sure your pet's stay is comfortable.

**Hours Open:** Lakeland Veterinary Hospital is open Monday through Friday from 8am-6pm. Additional boarding hours are available on Saturdays from 8am – 11am and Sundays from 10am – 11am and 2pm – 4pm.

**Bedding:** For your pet's comfort, we offer all guests soft blankets unless instructed otherwise. Due to limited storage, we restrict personal belongings to one blanket and one toy. Additional items will be sent home. Please be aware that personal items can get lost in the hospital, especially laundered items. We are not responsible for lost, damaged or soiled items & encourage you to leave things of value at home.

**Food:** We feed our guests Hill's Science Diet adult or growth diets, depending on age. If you prefer to bring your pet's food from home, please bring only the amount that your pet will need for his or her stay, as our kitchen space is limited. We are sorry, but we cannot accept raw food diets.

## Homecoming

### Cats:

- Most cats adapt easily to being home again. However, if your cat is allowed outdoors, keep her exclusively inside for a few days after returning home.
- If your cat vomits immediately upon getting home, it is possible that it is from the car ride or excitement. Allow your pet to rest and try to minimize excitement. If the vomiting continues, contact your veterinarian.

### Dogs:

#### Relief

- Give your dog a chance to relieve himself outside before getting into your vehicle for the ride home.
- Although we do everything possible to minimize diarrhea, the change in environment and diet can lead to overgrowth of normal intestinal bacteria. It is not uncommon for dogs to have loose stool upon returning home. If your dog has diarrhea, offering bland foods like boiled chicken and rice may help. Withholding food for 12-24 hours to give his system a chance to rest may also help. If your pet is vomiting, not eating or the diarrhea contains blood or is not improving, call your veterinarian to discuss treatment options. Any examination and medications are at the owner's expense.
- If your dog vomits immediately upon getting home, it is possible that it is from the car ride or excitement. Allow your pet to rest and try to minimize excitement. If the vomiting continues, contact your veterinarian.

#### Food and Water

It is best to wait at least 30 minutes after returning home to offer your dog water. This will help prevent any vomiting that may occur from the car ride or from the excitement of being home. When offering water, offer only small amounts at first or if your pet eats ice cubes, try those. Drinking large amounts of water quickly can cause dogs to vomit. Wait at least four hours after returning home to offer your dog food. This will give him time to settle in and calm down. After four hours or at your pet's next regular meal time (if after 4 hours), start by offering small amounts of food.

#### Sleep

After the excitement of being away, it's normal for your dog to sleep more than usual for the first few days after returning home.

#### Coughing

If your dog starts coughing within a week of coming home, he may have tracheobronchitis, a contagious condition in dogs similar to the common cold in humans. The condition is not contagious to humans. Symptoms include:

- Dry, hacking cough
- Discharge from eyes or nose
- Lethargic behavior
- Loss of appetite

If you notice any of these symptoms, please contact your veterinarian. All dogs staying at Lakeland Veterinary Hospital must be vaccinated against tracheobronchitis. However, the Bordetella vaccine does not provide protection against all of the viruses and bacteria that can cause this disease, so a dog may become ill even if he's vaccinated. Lakeland Veterinary Hospital follows strict sanitation procedures. However, no amount of supervision, sanitation or personalized care by any boarding facility can prevent a dog from catching airborne virus/bacteria. If your dog develops tracheobronchitis, an examination and medications will be at the owner's expense.