



(919) 678-1410

## Pet Hotel & Daycare Policy

### Check-out Time is Noon

Our Pet Hotel charges by the day. Overnight guests checking out after 12:00pm will be charged another day's rate, unless your pet is scheduled to receive a bath. Guests checking out on Sunday will be charged for Sunday boarding, regardless if bath is scheduled. Pickup on days in which hospital is closed, will be treated as a Sunday.

### Cancellation Policy

48 hours notice is required for cancellation of boarding reservations. If no notice is given, you will be asked to pre-pay in full at the time of your next boarding reservation.

### Overdue Vaccines / Fleas

If your pet is not current on vaccines he/she will be examined and vaccinated while boarding. In addition, any pet found with fleas will be treated. Please understand that we will have to pass this extra expense on to you.

### Bedding

We provide bedding for all of our overnight guests. No bedding from home is accepted into our facility.

### Only 1 Toy per Guest

Please write pet's name on toy with a permanent marker. We cannot be held responsible for lost or damaged toys.

### Food

We provide our overnight guests with *Iams Low-Residue (Dry)*, a high-quality diet specially formulated to prevent stomach upset. Hotel's canned food is an additional charge per can. We are able to accommodate our guests with special dietary needs. However, food brought from home must be prepackaged in single-serving Ziploc baggies, labeled with name, and "AM" or "PM".

### Pets Receiving Baths

To ensure your pet is dry, *pick up time is between 4pm and 5:15pm.*

### Pets that Soil Themselves

A bath will be given if your pet has an accident while staying overnight. Please understand that we will have to pass this extra expense on to you.

### Guests with Special Needs

We feel privileged to be able to accommodate the needs of our guests requiring special care. Because this involves more specialized attention, please be aware that a fee of \$3 - \$19 per day will be applied, depending on the frequency and extent of the medical care provided. Examples include assistance with walking, insulin injections, etc.

### Late Pick-up

If you have an emergency and have pre-arranged a late pick-up, a late fee of \$12 for every 15 minutes past closing will be charged.

### Emergency Care

If your pet needs medical attention while boarding, the doctors will perform the necessary treatment to protect the health and comfort of your pet. We will call the emergency number provided to give you an update or to get permission for further treatment as soon as your pet is in stable condition. If you are unreachable, a decision will be made on appropriate treatment for your pet at the doctor's discretion. Any costs involved with these procedures are the owner's responsibility and must be paid for at the time of check-out.

### Assumption of Risk

While dogs are monitored, please understand that there are risks associated with doggie daycare, such as scratches, bite wounds, etc. Medical attention will be provided if needed, but please understand that we will have to pass this extra expense on to you.

### Agreement to Hold Harmless

Barring negligence, Preston Animal Hospital cannot be held responsible for things that are outside of its control. This includes illness or injury that may occur while your pet is boarding or participating in doggie daycare.

***I hereby waive and release Preston Animal Hospital and its employees from any liability associated with my pet boarding or participating in doggie daycare.***

**Signature of pet owner:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Client Last Name \_\_\_\_\_ / First Name \_\_\_\_\_