



PET INN & DAYCARE GUEST POLICIES

For your pets, as well as other guest's safety and comfort, **we require the following healthcare measures be current at the time of check-in.** We appreciate scheduling an appointment for any vaccinations or testing needed to meet compliance with Carpenter Animal Hospital & Pet Inn (CAH&PI) standards prior to boarding. Any outstanding care will be updated upon your pet's arrival and added to their charges.

CAH&PI is a strictly flea-free facility. Your pet will be checked for fleas and other parasites upon check-in and throughout their stay. Upon check-in, **canine and feline guests are administered Capstar**, an added preventative which kills adult fleas and is safe in conjunction with the approved preventatives listed below. **There is an additional charge for Capstar.**

We thank you for your understanding, lifetime compliance and for your part in keeping all of our guests parasite free during their stay with us and when they go home to their families.

CANINE

Vaccinations:

- Rabies** *must be boosted* one year after initial puppy series *is required* every 3 years in accordance with state law and vaccine label
- DHPP** *must be boosted* one year after initial puppy series *is required* every 3 years
- Bordetella** *is required* every 6-12 months according to vaccine label
- Leptospirosis** *is strongly recommended*

Testing:

- Negative heartworm** test *is required* every year
- Fecal Exam** free of parasites *is required* every 6 months
- if fecal is positive for parasites, pet must be retested 7 weeks following deworming treatment

Parasite Prevention:

- Approved **Heartworm Preventative** administration monthly, year-round *is required*
 - Heartgard
 - Iverhart
 - ProHeart
 - Sentinel
 - Trifexis
 - Tri-Heart
- Approved **Flea and Tick Preventative** application monthly, year-round *is required*
 - Activyl
 - Advantix
 - Advantix II
 - Bravecto
 - Certifect
 - Comfortis
 - Frontline Plus
 - Frontline TriTak
 - Nexgard
 - Revolution
 - Trifexis
- most preventatives distributed by a veterinarian are accepted*

Age & Miscellaneous:

- Puppies **must** have completed their initial series of immunizations (Bordetella, Rabies, DHPP)
- Puppies **must** be **spayed/neutered by the age of 9 months**
*may be waived for BOARDING PET INN GUEST only

FELINE

Vaccinations:

- Rabies** *must be boosted* one year after initial kitten series *is required* every 3 years in accordance with state law and vaccine label
- FVRCP** *must be boosted* one year after initial kitten series *is required* every 3 years
- FeLV** *is required* at least twice in lifetime for indoor cat *is required* each year if your cat goes outside

Testing:

- Negative FeLV/FIV** test *is required* following the completion of kitten series

Parasite Prevention:

- Approved **intestinal parasite** preventative administered yearly *is strongly recommended* if your cat goes outdoors
 - Drontal Plus
 - Heartgard
 - Profender
 - Revolution
 - Strongid
- Approved **flea and tick** preventative application monthly, year-round *is strongly recommended* for all cats
 - Activyl
 - Revolution
 - Frontline Plus
 - Frontline TriTak

Age & Miscellaneous:

- Kittens **must** have completed their initial series of immunizations (FVRCP, FeLV, Rabies)
- Kittens **must** be **spayed/neutered by the age of 9 months**
*may be waived depending on situation at the discretion of CAH&PI

BIRD, EXOTIC & POCKET PETS

- Requirements are based upon type of pet and are at the discretion of CAH&PI



Inn Hours:

- 🐾 7:30am -6:00pm Monday through Friday
- 🐾 8:00am -1:00pm Saturday
- 🐾 11:00am -12:00pm Sunday *for pick-up only*

Inn Deposit:

- 🐾 A \$50 deposit is required to reserve accommodations for your pet during the following high volume holiday seasons:
- 🐾 Thanksgiving 🐾 Christmas 🐾 New Year's 🐾 Easter 🐾 Spring Break 🐾 Memorial Day 🐾 July 4th 🐾 Labor Day
- 🐾 Your deposit will be subtracted from your total upon check-out.
- 🐾 A full refund of your deposit will be issued with a 72 hour cancellation notice **prior** to your pet's scheduled reservation.
- 🐾 Exceptions may be made for extenuating circumstances at the discretion of CAH&PI.

Inn Check-In:

- 🐾 CAH&PI boarding check-in form is available through our website for pre-registration.
- 🐾 Please allow at least 10 minutes for check-in to assure your requests and your pet's needs are met during their stay.
- 🐾 If your pet is due for medical services or Wellness updates, please schedule a medical appointment prior to the day of their boarding reservation.
- 🐾 If this is not possible, please drop your pet off several hours prior to closing to allow ample time for them to be seen and consequently monitored for possible vaccine reactions.
- 🐾 In this situation, please allow a total of at least 20 minutes for the staff at CAH&PI to obtain additional information necessary to address your pet's medical needs.
- 🐾 This service is not available on Sunday due to CAH&PI hours of operation for medical services.
- 🐾 If someone other than you will be dropping off your pet, please come in advance to fill-out paperwork and sign consents.
- 🐾 We cannot accept the consent of a person who may not know your pet well enough to give us all the information we need to properly care for them or who is not financially responsible for your pet and we may decline to accept the pet as our guest for that visit.

Inn Check-Out:

- 🐾 Like a hotel or inn, our check-out time is 12:00pm Monday through Saturday.
- 🐾 Check-out after 12:00pm will result in a full day's charge.
- 🐾 Check-out time is precisely between 11:00am and 12:00pm on Sunday.
- 🐾 Check-out after 12:00pm on Sunday is NOT available.
- 🐾 If you would like to pick-up your pet on Sunday, we request that you inform us while making your pet's reservation or by 1:00pm on Saturday, *prior* to close.
- 🐾 If you do not request Sunday pick-up following the previous guidelines, there may be no one available to check you out.
- 🐾 If your pet does not depart as scheduled, charges for the extra stay will be incurred.
- 🐾 Additionally, a daily surcharge may be added if the Inn becomes overbooked as a result of an unscheduled stay.
- 🐾 If someone other than you will be picking-up your pet, please indicate in advance to whom we may release your pet including that individual's contact information.
- 🐾 Please make sure that whoever is picking-up your pet is aware of the pick-up times listed above to avoid additional charges.
- 🐾 In this situation, please arrange for payment of all scheduled services prior to check-in.

Severe Weather:

- 🐾 CAH&PI reserves the right to close for guest check-in and/or check-out due to severe weather.
- 🐾 If your pet is already boarding with us, they will be cared for during the time we are closed.
- 🐾 Additional charges which have been accrued during your pet's extended stay will be your financial responsibility.



Inn Occupancy:

- 🐾 Villas may accommodate up to 3 guests or a combined guest body weight of up to 180#.
- 🐾 Bungalows may accommodate up to 2 guests or a combined guest body weight of up to 140#.
- 🐾 Premiere Cottages accommodate 1 guest up to 80# or up to 2 guests with a combined body weight of 40# or less.
- 🐾 Cozy Cottages accommodate 1 guest up to 25#.
- 🐾 Cat Condominiums accommodate 1 guest each.
- 🐾 Twin or Triplet Feline Condominiums may be shared accordingly.

Inn Bedding:

- 🐾 Villa and Bungalow guests will be treated to raised cots (one per Villa).
- 🐾 All canine guests will enjoy fleece bedding unless their accommodations are upgraded to a raised cot or orthopedic bed.
- 🐾 Cat guests will be provided with fleece-covered resting benches.
- 🐾 Damage or destruction of bedding will result in its removal at our discretion.

Luggage:

- 🐾 As our guest, your pet will be provided with bedding and bowls.
- 🐾 Any additional toys or articles left with your pet will not be laundered and could possibly be lost or damaged.
- 🐾 We reserve the right to remove your pet's items until check-out for their safety.

Inn Room Service:

- 🐾 We serve Science Diet Sensitive Stomach and/or Purina EN Diet in the Pet Inn.
- 🐾 If your pet has a sensitive stomach or food allergies, please bring their own food in labeled, pre-portioned and sealed bags.
- 🐾 Due to space constraints we are unable to accept large containers of food.

Medications:

- 🐾 All medications must be in their original bottles dispensed by a veterinarian or pharmacy.
- 🐾 The bottle(s) must be clearly labeled with the prescribing veterinarian's name, pet's name, name of the medication and dosage.
- 🐾 There is an additional charge for medication administration.

Group Recreation Time (Dogs):

- 🐾 Dogs are separated into groups according to size, temperament & compatibility.
- 🐾 Guests will go outside for two 10 minute potty breaks - one at 7am, the other at approximately 7pm.
- 🐾 All social dogs will be treated to monitored group recreation time for three 30 minutes sessions a day in our canine courtyard.
- 🐾 Please inform an Innkeeper at check-in if your dog is fearful, dog aggressive or has a medical condition such as moderate to severe arthritis that would prevent them or their friends from enjoying group recreation time together.
- 🐾 Dogs who cannot participate will be allowed time outdoors without other dogs.
- 🐾 Participation in group recreation time, once authorized by you, is at the discretion of CAH&PI.
- 🐾 Due to the social nature of canine group recreation time, altercations may occur. We do everything to ensure that your pet is safe in this situation.
- 🐾 By authorizing your dog to participate in group recreation time, you understand that there is always the possibility, however small, that your pet could be involved in an altercation.
- 🐾 **By authorizing us to involve your pet in group recreation time at CAH&PI, you are accepting this risk and agree to be financially responsible for any medical evaluation and/or treatment that may be required for your pet as a result of canine group play.**



Medical Care:

- 🐾 **Mild Gastrointestinal Upset:** In the event that your pet experiences mild gastrointestinal upset or diarrhea while boarding, CAH&PI will withhold one meal, feed a bland diet and administer a probiotic.
- 🐾 **Minor or Intermediate Medical Care:** (*ears, eyes, skin, raw nose/tail, limping, etc.*) If needed for your pet while they are a guest of CAH&PI, every reasonable attempt will be made to contact you so you are able to make a timely, informed medical decision.
- 🐾 **Emergency Medical Care:** In the event that CAH&PI is unable to reach you with the contact information you have provided, the doctor(s) at Carpenter Animal Hospital will provide stabilization, treatment and referral, if needed, for your pet. Emergency medical conditions will be treated.
- 🐾 **Costs involved in evaluating and/or treating a medical concern that occurs during or after a CAH&PI stay or Daycare participation is your responsibility.**

Pets That Become Anxious:

- 🐾 Some pets may become anxious during their stay.
- 🐾 There are isolated incidents in which a guest may rub their nose against a cottage or standard door, cot base or other solid surface resulting in a raw nose.
- 🐾 In other incidents, anxiety may cause a guest to continually wack their tail against a solid surface resulting in a raw area on their tail.
- 🐾 CAH&PI will clean the wound, apply triple antibiotic ointment then allow the wound to heal while continually monitoring for infection.
- 🐾 If such an incident occurs, every reasonable attempt will be made to inform you of the situation and obtain permission for further treatment.
- 🐾 To make the guest more comfortable we may switch them to a different style room, however in many cases this behavior may continue throughout their stay regardless.
- 🐾 Secondly, or in addition to, CAH&PI will introduce an Anti-Anxiety Package (Thundershirt & E-collar rental, DAP or FELIWAY spray/diffuser) which sometimes has a successful result in helping the guest relax.
- 🐾 Finally, if the Anti-Anxiety Package is unsuccessful, following a doctor's evaluation, your pet may be prescribed anti-anxiety medication.
- 🐾 If we are unable to reach you and obtain permission for the above treatments, CAH&PI will continue to discourage the behavior while making your pet as comfortable as possible.
- 🐾 Please understand that we must pass these additional expenses on to you.

Pets That Become Soiled:

- 🐾 Pets who become extremely soiled will receive a spruce-up bath.
- 🐾 The need for an unscheduled spruce-up bath is at the sole discretion of CAH&PI.
- 🐾 Please understand that we must pass this additional expense on to you.

Thank you for understanding the need for these policies to ensure that we are able to serve you and assure your pet's safety, health and well-being as a guest of Carpenter Animal Hospital & Pet Inn and member of our Daycare family.



DAYCARE GUEST SUPPLEMENTAL POLICIES

Daycare Hours:

- 🐾 7:30am -6:00pm Monday through Friday.
- 🐾 CAH&PI reserves the right to cancel daycare the day prior to, day of and day after the following holidays due to high-volume check-ins and/or check-outs along with limited space to accommodate our daycare guests.
- 🐾 Thanksgiving 🐾 Christmas 🐾 New Year's 🐾 Easter 🐾 Spring Break 🐾 Memorial Day 🐾 July 4th 🐾 Labor Day

Daycare Check-In:

- 🐾 Daycare sessions must be pre-scheduled.
- 🐾 We prefer that your pet is dropped-off between 7:30am and 9:00am to allow our staff to plan play groups accordingly.
- 🐾 If choose to have your pet attend a half day afternoon session, drop-off between 12noon and 1:00pm.
- 🐾 If your pet is due for any medical services or Wellness updates please schedule a medical appointment prior to the day of their daycare participation.
- 🐾 If this is not possible, please drop your pet off as early as possible so they may be seen and have more time to play with their friends.
- 🐾 If you choose to drop-off your pet in this situation, allow an extra 15 minutes for the staff at CAH&PI to obtain any necessary information needed to properly care for your pet.
- 🐾 We cannot accept the consent of a person who may not know your pet well enough to give us all the information we need to properly care for them or who is not financially responsible for the pet and we may decline to accept the pet as our guest for daycare that day.

Daycare Check-Out:

- 🐾 Check-out time for a half day morning session is between 12noon and 1:00pm OR for a full day of daycare between 4:00pm and 6:00pm.
- 🐾 Check-out time if you select to have your pet bathed is between 5:00pm and 6:00pm.
- 🐾 Check-out after 6:00pm is not available.

Daycare Program:

- 🐾 CAH&PI encourages all guests to understand basic commands such as "SIT & STAY". We appreciate your patience when partnering with us to assure your pup follows-through with these commands @ drop-off as well as @ pick-up.
- 🐾 Dogs are separated into groups according to size, temperament & compatibility.
- 🐾 Daycare guests will be treated to monitored group recreation time throughout the day.
- 🐾 This time consists of supervised outdoor exercise and play time together in our canine courtyard.
- 🐾 While indoors, your dog can socialize, relax and watch television in our climate-controlled daycare lounge.
- 🐾 If your pet instigates disruptive behavior, CAH&PI reserves the right to modify your pet's activities for that day.
- 🐾 If similar behavior continues to be observed during future daycare sessions, CAH&PI reserves the right to request your pet no longer participate in group daycare activities.
- 🐾 CAH&PI *strongly recommends* that your pet attend a training program to address any recurring issues that may arise during daycare to assure the safety of your pet, as well as patrons of the daycare program at CAH&PI.
- 🐾 We welcome your pet back to daycare following *completion* of training as well as analysis for issue resolution.
- 🐾 Due to the social nature of dog daycare, altercations may occur. We do everything to ensure that your pet is safe in this situation.
- 🐾 By authorizing your pet to participate in daycare activities you understand that there is always the possibility, however small, that your pet could be involved in an altercation.
- 🐾 By authorizing us to involve your pet in dog daycare at CAH&PI, you are accepting this risk and agree to be financially responsible for any medical evaluation and/or treatment that may be required for your pet as a result of canine group play.
- 🐾 Due to group activity and space, we discourage bringing food in for your pup. Please inquire about alternatives, exceptions and pricing.



Flea Evidence:

- 🐾 If fleas are found on your pet at check-in, they will be administered Capstar, an added preventative which kills adult fleas.
- 🐾 We then ask that you treat your pet accordingly with one of the pre-approved flea and tick preventatives previously listed.
- 🐾 Your pet will be unable to participate in daycare that day due to the risk of contamination of our facilities and other guests.
- 🐾 We welcome your pet back following treatment as well as a negative flea-check.

Day Boarding:

- 🐾 Day Boarding is offered for both canine and feline guests who may not be social, are fearful, show mild aggression or have a medical condition that would prevent them from participating in group recreation time.
- 🐾 The guest will stay in a single room accommodation based on their size and specific needs.
- 🐾 CAH&PI Guest Policies, daycare hours, check-in and check-out apply to Day Boarding.

Thank you for understanding the need for these policies to ensure that we are able to serve you and assure your pet's safety, health and well-being as a guest of Carpenter Animal Hospital & Pet Inn and member of our Daycare family.



PET INN & DAYCARE GUEST POLICIES AGREEMENT

We appreciate your business and look forward to caring for your pet!

Please read, initial and/or fill-in the highlighted lines:

Capstar:

I understand the need for, and additional charge for Capstar, which will be administered to my pet, at my expense, upon entry to CAH&PI. _____

Lifetime Preventative Health Maintenance

I certify that my pet is administered an approved:

Heartworm Preventative monthly, year-round _____

Flea and Tick Preventative monthly, year-round _____

Medical Care Consent:

In the event that a medical situation arises and we are unable to contact you using the information you have provided, the doctor(s) at Carpenter Animal Hospital are authorized to treat my pet at their discretion and at my expense.

Mild Gastrointestinal Upset _____

Minor & Intermediate Medical Care _____

(ears, eyes, skin, raw nose/tail, limping, etc.)

Emergency Medical Care _____

Parasite Precautionary Pact:

I authorize CAH&PI to check my pet daily for parasites and to treat my pet appropriately for any parasites found as well as to decontaminate the areas my pet has occupied at my expense. _____

Medication Administration:

In the event that my pet requires medication(s) to be administered during their stay at CAH&PI, I am responsible for any charges associated with the level of administration and care associated with their medication(s) administration. _____

Release Agreement:

Carpenter Animal Hospital & Pet Inn has permission to release my pet to the individual(s) listed on the PET INN & DAYCARE REGISTRATION form. _____

Group Recreation/Dog Daycare:

I authorize CAH&PI to involve my pet in outdoor and indoor recreation activities with other dogs at their discretion. **I release Carpenter Animal Hospital & Pet Inn from liability associated with dog group recreation time.** _____

Bird, Exotic & Pocket Pet Waiver:

I understand that birds, exotic and pocket pets are more prone to show stress while boarding. CAH&PI will do everything possible to alleviate their stress. _____

Publication Agreement:

CAH&PI has permission to use photographs and/or videos of my pet for future promotion of their boarding facilities, daycare program, spa and salon services including website, brochures, post boards, etc. _____

I have been **provided with, have read, and agree to Carpenter Animal Hospital & Pet Inn Guest & Daycare Guest Policies** in their entirety.

Please sign here if you would like this to serve as **acknowledgment** of current **Carpenter Animal Hospital & Pet Inn and Daycare Guest Policies** for **subsequent and future stays**. This will save you the inconvenience of having to sign a form each time your pet stays with us.

Signature

Date



PET INN & DAYCARE REGISTRATION

Owner Contact Information:

Name(s) _____

Address _____

**Please check your preferred contact method:*

e-mail _____

Cell phone _____

Home phone _____

Emergency Contact:

Name _____

Cell phone _____

Home phone _____

**Carpenter Animal Hospital has permission to release my pet to:*

Name _____

Relationship _____

Cell phone _____

GUEST PROFILE

Guest Name _____

Date of Birth _____

Breed _____

Color _____

Gender: Male Female

Neutered Spayed

Species: Canine Feline

Other _____

Where did you acquire your pet: Breeder Found Shelter Rehomed Rescue

Behavior: *(check all that apply)*

<input type="checkbox"/> has attended daycare	<input type="checkbox"/> protective of owner	<input type="checkbox"/> displays fear aggression _____
<input type="checkbox"/> goes to the dog park	<input type="checkbox"/> displays leash aggression	<input type="checkbox"/> displays food aggression
<input type="checkbox"/> lives with other household pets	<input type="checkbox"/> displays separation anxiety	<input type="checkbox"/> displays ball/object aggression
<input type="checkbox"/> has formal training	<input type="checkbox"/> prone to eating foreign objects	<input type="checkbox"/> has had an altercation with another dog
		<input type="checkbox"/> has bitten someone

Recent Health History: *(check any that have occurred in the past 6 months)*

<input type="checkbox"/> Allergies	<input type="checkbox"/> Ear Infection	<input type="checkbox"/> Heart Disease	<input type="checkbox"/> Medications <i>(please list current medications)</i> _____ _____ _____
<input type="checkbox"/> Anxiety	<input type="checkbox"/> Eye Infection	<input type="checkbox"/> Heat Stroke	
<input type="checkbox"/> Arthritis	<input type="checkbox"/> Frequent Urination	<input type="checkbox"/> Seizure	
<input type="checkbox"/> Diabetes	<input type="checkbox"/> Gastrointestinal Upset	<input type="checkbox"/> Other	

How did you hear about us: *(check all that apply)*

<input type="checkbox"/> Advertisement	<input type="checkbox"/> Community Event	<input type="checkbox"/> Rescue	<input type="checkbox"/> Existing Client
<input type="checkbox"/> Brochure	<input type="checkbox"/> Driving-by	<input type="checkbox"/> Shelter	<input type="checkbox"/> Referral
<input type="checkbox"/> Business Card	<input type="checkbox"/> Internet Search	<input type="checkbox"/> Trainer	<input type="checkbox"/> Other

Are you aware of our referral rewards program? Receive a \$20 credit on your account every time you refer a new client!