**We are very happy to have you trust us with the care of your pet while you are out of town! We have recently updated our boarding protocols, please take a moment to review these changes prior to booking your pets next stay.**

**Check in/Check out:**

Clients are to fill out and return the online intake boarding form found on our website 24 hours prior to check in. They will also receive addition paperwork via email 48-24 hours prior to scheduled drop off that they can return to us via email or in person prior to drop off.

Please note all dogs entering the facility must be on a leash and under you control. All cats, small mammals, birds and reptiles must be in a ventilated carrier that is appropriate for the species.

**Check out**:

Pets are to check out before 12pm in order to avoid an additional fee. If there are circumstances where the pet is to be picked up late due to traffic, proper communication to the staff via phone needs to be made. If the patient is picked up after 4pm in these situations, an additional fee will be occurred to account for the care of the patient.

Please note, if a special arrangement needs to be made for an early or late check in, the facility is to know at least **48 hours** prior to drop off. An additional fee may also apply.

*Any pet that has been left longer than 24 hours past their scheduled check out date at our facility without contact from their owner will be considered abandoned. A case will then be submitted to Pima Animal Care Center.*

**Personal Items:**

While we understand you want to bring a piece of home with your pet while under our care, we unfortunately do not allow personal items to be brought with your pet (exotic species may be exempt due to enrichment). We will provide the pet with a kennel (exotic species may be brought in their own housing) bedding, litter boxes as well as feeding bowls. We will also be using our hospital slip leads for dogs when taken out for walks.

**Flea and Ticks:**

While we do not require preventative to be applied while staying in our facility, it is very important that we keep our hospital free of fleas and ticks. Upon arrival, your pet will receive a complementary BRIEF exam from one of our staff members (please note this is NOT performed by a doctor). If the pet is deemed to have fleas or ticks, the pet will be treated immediately at your expense and separated from all other boarders. Please note there may also be an additional charge for boarding services.

**Vaccinations:**

The safety and care of your pet is our priority therefore we require the following vaccines to be up to date for the species labeled below. If the vaccine is due within 2 weeks from the time of your stay, Civano Animal Hospital has the right to booster the vaccines at the owner's expense. If your pet receives vaccines from another clinic, proof MUST be provided to us 24 hours before the time of drop off.

If your pet is overdue for vaccines, these need to be boostered 72 hours prior to drop off as we want to ensure there is no sign of reaction (to include lethargy or vomiting).

Special accommodations will be made for pets who are unable to have vaccines due to medical reasoning with proper documentation by the pets regular veterinarian.

If you would like to begin the Leptospirosis and Influenza vaccines while your dog is boarding, we are happy to accommodate your pet however please note additional fees will be charged to include a doctors exam and the vaccines. Please note you will also be charged in the event a vaccine reaction were to occur.

**Dogs:**

Rabies vaccine

DHPP (distemper, adenovirus, parainfluenza and parvovirus)

Bordetella

Influenza (H3N2/H3N8) *recommended but not required*

Leptospirosis *recommended but not required*

**Cats:**

Rabies vaccine

FVRCP (feline viral rhinotracheitis, calicivirus, and panleukopenia)

**Ferrets:**

Rabies vaccine

Distemper vaccine

**Spay/Neuter:**

In order to ensure the safety of your pet, we ask that your cat or dog be spayed or neutered unless we are provided with proper documentation stating otherwise. Animals that are not sterilized have a greater risk for medical emergencies therefore please know in the event such instances occur, we are to provide immediate attention at the cost of the owner.

**Medical issues:**

We understand that every pet is different, and we want to ensure that we are providing those with previously diagnosed medical issues with the best care. We are more than happy to ensure each pet is receiving their correct medications and/or supplements however please note there is a small fee for doing so. We ask that you are to provide all the medications needed in their *original* prescription bottle. If directions on the label have changed, you are to provide us with documentation from your regular veterinarian 24 hours prior to dropping your pet off. Controlled substances will need to have a waiver signed stating it has been dropped off and all sections of this form must be legible.

**Diabetes:**

It is often stressful for diabetic pets to be in a new environment, especially cats. Any diabetic patient will be charged for **medical boarding** during their stay as they will need additional care to ensure they are receiving their medications on time. We also ask that all medical records be sent to us 24 hours prior to arrival from your regular veterinarian.

* Upon intake, your pet will be required to have 1 glucose reading on intake to ensure they are well regulated while on insulin. This will be at the owners expense.
* If the blood sugar is deemed unstable for your pet, we will contact you in regards to hospitalization and/or additional diagnostics and a doctor exam of $70 will be performed at the owners expense.
* You are to bring the correct insulin as well as correct syringes needed for administration. If needles are not provided, there will be an additional charge. If the insulin has been recently adjusted by your regular veterinarian, we MUST receive documentation 24 hours prior to the stay. Failure to do so will result in under or over dosing of your pet which can be fatal.

**Seizures:**

If your pet is currently on seizure medication, they will be charged for **medical boarding** and kept in our hospitalization wards in order to adequately monitor for breakthrough seizures. It is critical all medications your pet is on are brought with you at the time of drop off.

**Contagious diseases:**

If you are boarding your pet for a contagious disease such as ringworm or kennel cough, please note full hospitalization charges to include isolation are to be charged at the expense of the owner with an 80% deposit of the high end of the estimate upon drop off.

**Rabies quarantine:**

If your pet is under rabies quarantine, you are to provide our facility will all the proper paperwork needed to include the last rabies vaccine and case number given by Pima Animal Care Center. In order to ensure the safety of our staff, any pet that is under rabies quarantine will **NOT** be taken out or walked. We will also require an 80% deposit of the stay upon arrival to include boarding charges as well as rabies quarantine charges.

**Medical Concerns:**

Upon presentation, if you have a nonemergent medical concern that needs to be addressed while staying in our facility, please ensure this is clearly communicated to the front desk so the appropriate paperwork is filled out. This paperwork will also need to be submitted 24 hours before the time of drop off. While in our care, your pet will receive a $70 doctor exam on top of your boarding fees and we will consult with you in regarding how to move forward with treatment. *This exam will be worked in between our already fully booked schedule during your pets stay, meaning we do not have a scheduled time and date this exam will take place.*

Please note if your pet is experiencing any of these symptoms, an emergency exam fee will be required, and you are to wait until your pet is seen before dropping your pet off. There may be an extended wait time based on availability of technicians as well as doctors so please plan accordingly.

**Signs/symptoms:**

Lethargy

Vomiting

Diarrhea

Limping

Decreased appetite

Open wounds

**Emergency:**

In the event of an emergency, we ask that you provide us with at least **TWO** phone numbers we are able to reach you at.