**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 additional paperwork via email 24-48 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 your control. All cats, small mammals, birds, and reptiles must be in a ventilated carrier that is appropriate for the species.

Ideally, pets will check into boarding no earlier than 9am and no later than 6pm, but arrangements for alternate times may be made with the front staff.

**Check out**:

Charges for the first and final days will be prorated based on the time of drop off and pickup in accordance to our treatment times for boarding pets (1am/7am/1pm/7pm). Each treatment time the pet is present for will be charged as .25. If there are circumstances where the pet is to be picked up later than your arranged time, proper communication to the staff via phone needs to be made.

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 do not recommend bringing toys, blankets, or other items (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. If you still wish to bring personal belongings, please understand that we have a high volume of laundry and items do risk being lost in the wash. Toys are at risk for destruction of the pet, which can result in medical issues requiring care by the DVM at your expense.

**Fleas 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 in these circumstances.

**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 as our DVM sees fit. 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 pet’s 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 doctor’s exam and the vaccine(s). Please note you will also be charged in the event a vaccine reaction was 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:**

We strongly encourage all pets to be spayed or neutered for the safety of them and our staff. Animals that are not sterilized have a greater risk for medical emergencies (pyometra in intact females, for example) 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 fee for doing so. We ask that you are to provide us with a list of all the medications your pet needs prior to their arrival. We will no longer be accepting any controlled substances, *including Gabapentin and Trazodone*, upon drop off. However, please understand this is to ensure we are following DEA regulations accordingly. While we cannot take in your controlled substance, your pet will still need this medication after they return home to you. If your pet is on a controlled substance medication for any reason, please know we will be charging a $45 BRIEF exam fee as we will need to establish a VCPR (Veterinary-Client-Patient-Relationship) while boarding. You will also notice there will be a charge associated for EACH drug administration for the remainder of their stay. If directions for your pet’s controlled substance has changed, you are to provide us with documentation from your regular veterinarian 24 hours prior to dropping your pet off.

If your pet is classified as a medical boarder, our DVM will perform a BRIEF exam at the owner’s cost of $45.

**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.

* If your pet is diabetic, please know we will be charging a $45 BRIEF exam fee as we will need to establish a VCPR (Veterinary-Client-Patient-Relationship) while boarding.
* 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 overdosing 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 continued without interruption. Please note that due to DEA regulations, we cannot accept controlled substances that are carried in hospital and will have to dose/dispense these to your pet from our stock at the owner’s expense. If the substance is compounded or one that we do not carry, additional paperwork is required for this drug to be accepted. Please bring all non-controlled medications that your pet is on. If you arrive with a drug that cannot be accepted, it will be denied and sent back home with you. If you have questions regarding what medications are controlled, please ask our staff for assistance.

**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.