

Boarding Guidelines

Animal Care Center takes pride in providing our visiting pets with excellent care. We consider visiting pets to be members of the hospital family while they are here and we do everything we can to ensure their happiness and health.

As a veterinary hospital, we have higher standards and obligations to your pet than some facilities. When your pet is in our care, we monitor and care for their medical needs as well as their basic needs.

NutriSource Food: We feed NutriSource Diet unless you provide us with a different diet for your pet. There is no extra charge for feeding a special diet.

Leash Walking: Dogs are walked on a leash at least twice a day. We do not currently have a fenced yard for walking. Even though we make every effort to keep your dog safe, we cannot guarantee that a dog might not escape in an unusual circumstance. We cannot be held responsible if, despite our responsible care and best efforts, your dog should escape. If you do not want your dog walked, please indicate this on the Boarding Registration Form which you will sign at check-in.

Extra Walking: Additional daily walks and play times are available for an additional fee of \$5.00 per walk per day. We recommend considering this service for dogs in need of more frequent potty breaks and/or for dogs who need a lot of exercise.

Toys, blankets, leashes, etc.: Since we know that a familiar toy or blanket can make your pet more at home, we are happy for you to leave items with your pet. We will do our best to keep track of personal items but please do not leave valuable items because we cannot guarantee their return. Please take unneeded items home. Items may get damaged or lost. We will make every attempt to wash any soiled items at no charge.

Bath before pick-up: We are happy to provide your pet with a bath, nail trim or other services if you wish (additional fees will apply).

Medications: Medication administration and/or medical treatments are available (additional fees apply).

Reservations Please! Advanced reservations are required. Space is limited and holiday are often booked well in advance. You may need to come in a few days ahead for immunizations if not current, so please call ahead. Of course, in a case of dire emergency, the ACC does our very best to accommodate client needs.

Established Patients Only: Due to limited space and staffing, boarding services are available to established patients of the Animal Care Center. We are a working hospital, and rooms have to stay available for ill patients. Boarding is a special amenity that we offer for established clients and their pets only. The pet must have been a patient at the ACC within the past 12 months and must have had a Wellness Exam by the ACC veterinarian within the last 12 months.

Check-Out & Payment: Payment for all boarding and additional fees will be expected at the time your pet leaves. If sending another party to pick up your pet, please either pre-pay or send payment with the party that will be picking up your pet. Standard check out time is before 12:00 noon, Monday through Saturday (1 pm on Thursday). You may arrange a later pick up time any time during our business hours, pets who are picked up after noon will be charged for a full day's boarding. **It is not possible to pick up your pet when the hospital is not open for regular business.**

Delayed Pick Up: If you need to extend your pet's stay, please call us to request a reservation extension as soon as possible. **If we have room available, we will gladly extend your reservation.** However, if you do not extend your reservation and you do not pick up your pet on the scheduled day, you will be charged **DOUBLE** the daily rates for every additional day after the agreed upon reservation. We will waive the doubled rates if you arrive late for your scheduled pick up (after noon) but do not pick up on the scheduled date.

Abandonment: Any pet that is not picked up on the scheduled pick up day will be considered abandoned unless you have called to arrange a later pick up day. We will keep your pet for 7 days after abandonment but (doubled!) boarding fees will accumulate. In accordance with state laws, pets abandoned for more than 14 days will be turned over to the city dog pound or may be humanely euthanized.