

BOARDING POLICIES



CHECK IN & CHECK OUT TIMES

Monday - Friday: 7:30 a.m. - 7:00 p.m.

Saturday: 8:30 a.m. to 1:00 p.m.

Sunday: 5:30 p.m. for pick-ups ONLY

**PLEASE NOTE THAT HOLIDAY HOURS AND PRICES MAY VARY
\$25 DEPOSIT REQUIRED FOR RESERVATIONS DURING HOLIDAYS**

MEALS

We feed Science Diet Sensitive Stomach Adult dry dog food to our boarders at no additional charge. If you choose to bring your own food, all dry food must be in meal-sized portions in individual "Ziploc" bags with your pet's name on each bag, OR in a reasonably sized, hard-sided close-able plastic container, clearly labeled with your pet's name.

MEDICATION

Medication(s) provided by owners must be in the original container(s) and be clearly labeled with the patient's name, medication name, strength, dosage, and the name/phone number of the prescribing veterinarian. If non-prescription supplements and/or medication(s) are provided, the owner has given us permission to administer by signing below.

BEDDING

We provide clean, comfortable bedding for your pet that is changed out and washed only if soiled, thus allowing for your pet's scent to build up and make them more comfortable during their stay. You may bring bedding from home for your pet if you prefer, however, we cannot be held responsible if it is accidentally bleached, misplaced, soiled, destroyed, etc. **All bedding items from home should be able to fit in a normal size washer and dryer.** Thank you for your understanding.

TOYS/PERSONAL ITEMS

Up to Three (3) toys or personal items are allowed for each pet. **Front Range Veterinary Clinic (FRVC) cannot be held responsible for items that are lost or destroyed during your pet's stay, so please do not bring anything of high value that you would not be willing to lose.** We do have toys and treats that we provide to our guests. All items left with us should be permanently labeled with your pet's first and last names. Please understand that, while boarding, pets often act differently than they do at home. As such, your pet might chew on or destroy items while boarding, even if he or she would never do so at home. We will make every effort to monitor such behavior, but cannot be held responsible if any items that you choose to bring for your pet get destroyed. Therefore, any items left with us will be at the owner's risk.

BATHING

It is our goal at Front Range Veterinary Clinic to have all of our boarding guests leave us smelling fresh and feeling clean. It is not uncommon for typically-clean pets to act differently in a kennel environment. Situations such as spilling water, drooling, and even excitable urination and defecation can occur during their stay. For these reasons we recommend a bath for all of our (canine) guests, to be given within 24 hours of their scheduled departure. Dogs that stay with us for 5 or more nights will be given a bath, free of charge, prior to their departure. Otherwise, a bath will be given, at a nominal charge, upon request. Please note that your dog may be tethered in the bathtub while receiving a bath.

At our discretion, dogs with matted coats will not be bathed. For long haired dogs which have a matted coat, we recommend a professional grooming as bathing a matted coat can only tighten the mats and cause potential skin issues. Please plan to schedule a grooming with your groomer at your earliest convenience following boarding. *For the protection of all of our guests, pets harboring fleas or ticks will be treated and their owners will be financially responsible for the cost of the treatment.*

SPECIAL CARE

For our guests that have some additional needs, we reserve the right to charge a “special-care” fee of \$5.00/night. This fee will help to cover the costs of extra time, bedding, cleaning, etc. necessary to properly care for these pets. Some examples of “special-care” guests include: non-potty-trained puppies, severely arthritic animals that will need assistance getting up and around, urinary or fecal incontinent guests, etc.

AGGRESSIVE PETS

We encourage owners of aggressive pets to find an alternative to boarding them at a commercial pet-boarding facility, for the safety of both their pet and the staff. In the event that any pet staying with us is deemed by our staff to be aggressive, either at the time of boarding admission, or at any time while boarding in our facility, these pets will not be offered playtime, bathing, or additional services that would potentially put our staff at risk. As such, we cannot guarantee the condition of these pets upon the owner’s return – we simply pledge to do our very best with the difficult situation. We regret to institute this policy, but the safety of our staff requires it.

SAFETY, HEALTH, AND ACTIVITY

We strive to maintain an extremely clean and safe facility for your pet(s). However, sometimes very excitable and active pets can become hoarse from being vocal, get sore feet, lacerations, mouth trauma (from chewing on the kennel enclosure), or other injuries. Front Range Veterinary Clinic and Pet Lodge reserves the right to sedate pets that are likely to cause harm to themselves as a result of anxiety. Safety and health is our top priority and pets will be regularly monitored for changes in health or body condition. If a pet appears to be sick or injured, or encounters any other medical concerns, owners will be responsible for their pet’s care and treatment.

In the very unfortunate and unexpected event that a pet dies while boarding with us, the owners and staff of FRVC will not be held liable. The deceased pet’s body will be kept in our freezer until the pet’s owner can be reached and provide us with further instructions for body care. The owner will be responsible for any expenses incurred for body care.

DIARRHEA

Most pets that stay in a kennel adjust just fine to their new surroundings. However, sometimes pets develop loose stool or diarrhea, usually due to stress, that can vary in severity and duration. We cannot be held responsible for this common issue if the problem occurs and persists during your pet’s stay with us. It is important to note that many other, more serious, health concerns can also contribute to diarrhea. If your pet experiences diarrhea during his or her stay, any necessary exams and treatments will be at the owner’s expense.

COMMUNICABLE DISEASES

We require that all pets boarding with us have documentation of current vaccines. For dogs, the required vaccinations are: Rabies (within 3 years), Distemper combo (within 3 years), and Bordetella (within 1 year). For cats, the required vaccinations are: Rabies (within 1 or 3 years, depending on the vaccine given) and Distemper combo (within 3 years). While Front Range Veterinary Clinic takes all reasonable precautions to avoid the spread of communicable diseases, there is still a small risk that your pet will acquire a communicable disease while boarding. If a pet shows clinical signs of a communicable disease while boarding, he/she will be moved to an isolation ward, which will add \$8 per night spent there. Owners must assume this risk and, in the event that their pet(s) contract such a disease while boarding, will be responsibility for the costs of all treatments.

In dogs, kennel cough is a highly contagious disease that spreads via respiratory transmission. All of our canine guests are required to be up-to-date on their Bordetella vaccine. However, as with all vaccines, it is not 100% effective. Additionally, even though this vaccine is considered the “kennel cough” vaccine, it is only one of several potential causes of the symptoms associated with kennel cough or other respiratory disease. **Therefore, despite all of our efforts to maintain a clean and disease-free environment, there is still a possibility that your dog could contract kennel cough during his or her stay with us. If this occurs, any necessary exams and treatment(s) will be at the owner’s expense.**

By signing and dating below, I acknowledge that I am the owner or owner’s agent of the listed pet(s) and that I have read the Front Range Veterinary Clinic and Pet Lodge Boarding Policies, agree to all information stated herein, and have had all of my questions/concerns addressed to my satisfaction.

Owner / Agent’s Name _____ Pet’s Name(s) _____
Signature _____ Date _____