



Blue Ridge Animal Hospital, Inc
224 W. Wade Hampton Blvd.
Greer, SC 29650



ph 864.879.1444
fax 864.879.8411
www.**blueridgeanimal.com**

Lori York, DVM

Carol Springs, DVM

BOARDING POLICY

Thank you for choosing Blue Ridge Animal Hospital as your pet's "resort" destination. We can assure you that your pet will receive the best care from our professional staff. All of our climate controlled runs/cages are cleaned daily, our canine "guests" are taken outside three times a day, water/food dishes are sanitized and changed daily, and all are fed Science Diet foods. Our staff members have been trained to watch for any signs discomfort while your pet vacations with us.

VACCINES

In order to protect the health of your pet, this facility requires that all boarding dogs be currently vaccinated against Rabies, DA₂PP, and Kennel Cough/Bordetella and cats be currently vaccinated against Rabies and FVRCP. If your pet has not been vaccinated at our facility, then proper documentation must be provided stating that these vaccinations were performed by a licensed veterinarian. If your pet is overdue for vaccines or if no proof is available, we are happy to provide this service for your pet along with a required physical examination.

Pets that are too young to have completed their entire series of vaccinations are welcome to board in our facility with the understanding that they may not be fully protected and, thus, owners accept any risks of infection.

INTERNAL AND EXTERNAL PARASITES

In order to protect the health of your pet, this facility requires that all boarding pets be free of internal parasites (such as hookworms, roundworms, whipworms, and tapeworms) and external parasites (such as fleas and ticks). All boarding dogs are required to have had a negative fecal (stool sample shown to be free of intestinal parasites) within the past year. If a fecal was not performed at our facility, then proper documentation must be provided stating that this service was performed by a licensed veterinarian. If your pet is overdue for a fecal, was positive for intestinal parasites, or if no proof is available, we are happy to provide this service for your pet.

CHECK-IN/CHECK-OUT

Our normal business hours are Monday, Tuesday, and Friday from 8:30am-6:00pm, Wednesday from 8:30am-1:00pm and 3:00pm-6:00pm, and Thursday and Saturday from 8:30am-12:00pm. Charges begin on the day your pet is dropped off and go through your pick up day. There is no charge for the last day if your pet is picked up by noon or if he/she receives a bath/groom. Bathing and grooming is available on Monday, Tuesday, Wednesday, and Friday only. If your dog boards with us for ten or more days he/she will receive a complementary bath on his/her last day boarding.

A Sunday pick-up time of 5:00pm-5:30pm is only offered during our busy summer boarding from Memorial Day weekend through Labor Day weekend. Sunday pick-up's may be available during the holidays of Thanksgiving, Christmas, and New Year's but are not announced until one month prior to the holiday. Please note that it is not cheaper to pick your pet up on Sunday. Clients are charged the same as those who pick their pets up on Monday before noon. Clients picking up on Sunday are expected to prepay unless your pet will be receiving veterinary services during his/her stay. In those cases, payment can only be made by check, credit, or debit (there is no cash available to staff on Sundays).

PERSONAL BELONGINGS

Please be assured that your pet is provided with comfortable bedding during their stay with us. If your pet eats bedding or chews excessively, please notify our staff of this at check-in. We do discourage leaving toys, chews/bones, bedding, and/or leashes. Toys and chews/bones can be a choking hazard and may possibly be lost or misplaced. Bedding and leashes are not necessary because they are provided. For sanitation purposes, all bedding and towels are laundered daily. We are not responsible for any lost or damaged personal belongings that you choose to leave with your pet. We are not responsible for any medical problems arising from ingestion of such items, also.

DIET

Your pet will be fed Hill's Science Diet during their stay with us and they are provided with fresh food twice a day. The medium to larger sized dogs are fed the Sensitive Stomach (dry), smaller dogs are fed Adult Maintenance for Toy & Small breeds, and cats are fed Adult Maintenance. In the event that your pet does not eat these regularly provided foods during their stay, do not worry. Our kennel staff is trained to notice this and will try an assortment of Science Diet canned foods to entice your pet's picky pallet.

If your pet is on a prescription diet or is an unusually picky eater, we do ask that you bring your pets own food. Please make sure to properly label the container with your pet's name and feeding instructions.

MEDICATIONS

If your pet will be receiving medication during his/her stay, it must be in the original veterinary-labeled container with instructions for administration and your veterinarian's phone number. There is an additional daily fee for administering medications. Also, fees for medications that need to be filled or refilled during the time your pet is boarded will be added to your bill.

PET ILLNESS

This facility cannot guarantee the health of any animal, but pledges to provide appropriate care to all boarders. Owners agree to hold this facility harmless for conditions that often are unavoidable in boarding environments, including, but not limited to, weight loss or gain, rough hair coat, kennel cough, upper respiratory infection, diarrhea, and fleas/ticks. Owners also acknowledge that in the event of their pet's illness, the staff may not be able to contact them immediately. Nonetheless, they are authorized to initiate appropriate treatment until the owner or emergency contact can be reached. Owners accept responsibility for all related expenses associated with the treatment of their pet's illness.

BOARDING AGREEMENT

Full payment is expected at the time of discharge. We trust that all boarders left are free of contagious disease and have not bitten anyone in the ten days prior to check-in. Pet(s) that are not picked up within ten days of the expected departure date will be considered abandoned and will be handled in accordance with state law, and that doing so does not relieve owners of financial obligations.

Owners are to understand that every time they sign a **Boarding Release Form** upon checking their pet in for boarding, they are acknowledging receipt of and agreeing to the above policies.