

# Marcello Veterinary Hospital Pet Boarding Policies

At Marcello Veterinary Hospital we offer our clients peace of mind when it comes to boarding their pet. Your furry friend will enjoy their stay in our clean, comfortable indoor facility, along with their daily walks in our large, fenced-in yard.

The boarding facility consists of two kennel areas located in our veterinary facility. Cats are housed in a separate room away from dogs to help minimize stress. Both boarding areas are temperature controlled and monitored 24-hours a day for fire and burglary. We have kennel runs for large dogs and smaller stainless-steel kennels for smaller dogs and cats. For your pet's protection, your pet will not have physical contact with other dogs or cats during their stay, unless they are from the same household.

Thank you for putting your trust in Marcello Veterinary Hospital by allowing us to take care of your pet while you are away. Please become familiar with our boarding policies prior to your pet's reservation. If you have any further questions or concerns, please feel free to discuss them with one of our veterinary team members.

## Boarding Check-In and Pick Up Times

**CHECK-IN:** You may drop off your pet between the hours of 11 a.m. to 5 p.m. Monday through Friday, and 9 a.m. to 11 a.m. on Saturdays. We are not open to drop off or pick up on Sundays.

**CHECK-OUT:** You may pick up your pet between 10 a.m. to 5 p.m. Monday through Friday, and 10 a.m. to 11:30 a.m. on Saturdays. We are not open to drop off or pick up on Sundays. \*Please note that if you pick up after 1 p.m., you will incur a \$5 Day Board charge.

## Health Requirements

**VACCINATIONS:** For the safety of all of the pets in our care, we require that dogs and cats be current on vaccinations through Marcello Veterinary Hospital. Dogs must be up-to-date on Rabies, Bordetella, DHLPP, a heartworm occult, and a fecal examination. Cats must be current on Rabies, FVRCP/FELU and a fecal examination.

**FLEA CONTROL:** In order to keep our clinic flea free, all pets entering our boarding area are required to be on an oral flea preventative. If a pet is not on a routine oral flea preventative or cannot provide records showing current on oral flea control, they will be given an oral flea medication upon arrival at the owner's expense.

**IN-HEAT OR NON-NEUTERED PETS:** Unaltered females are allowed to board as long as they are not in an active heat cycle, or about to enter into their cycle. We require that all males older than the age of 6 months be castrated in order to board.

**STRESS:** If your pet shows signs of stress during their stay, he or she may receive a mild sedative to help decrease their anxiety, especially during severe weather/storms, at the doctor's discretion.

If at any point during your pet's stay they show signs of an illness or injury, your pet will be treated accordingly at the owner's expense.

Marcello Veterinary Hospital retains the right to refuse boarding to any aggressive pets or those that may be ill or infected with a contagious disease.

## **Bathing**

It is recommended that all dogs receive a fresh-up bath before going home. For puppies a bath is required as they are more prone to accidents than adult dogs. Should any dog become dirty during their stay, they will receive a bath at the owner's expense. If a dog is here for 7 nights or more, the pet will receive a complimentary bath from our staff.

If you would like for your pet to be groomed while boarding, please call Le Jolie Chien, the grooming salon located in our building, at 985-876-3117, to set up your appointment prior to coming to board. Inform our receptionist of a scheduled grooming appointment.

## **What to Bring**

**FOOD:** Keeping your pet on their regular diet from home will reduce any stress on the GI tract due to a sudden change of diet. All food is to be brought in Ziplock bags with instructions on how to feed. We ask that you only bring enough food for your pet's stay as all other food will be discarded. You may also bring a few treats for your pet's stay, but no rawhides/bones are allowed.

In the event you forget to bring your pet's food, we have Hill's Science Diet Adult food at no charge.

**MEDICATION:** All medications should be in the original bottle with correct instructions on the label. In addition, we find it helpful to write a list of each medication with dose and frequency to ensure administration accuracy. At time of check-in, please let us know if your pet will need a refill on medication while boarding.

For sanitary and health reasons, we do not accept any personal bedding, toys or bowls. We provide fresh linens each day, and we use clean stainless-steel bowls for water and feeding.

## **Emergency Information**

Every attempt will be made to provide the care necessary for your pet should an emergency occur. It is important that you leave a phone number where you can be reached or an emergency contact person so that communication between you and our veterinary can take place in a timely manner. If there is an emergency, your pet will be seen by our veterinarian, then we will call you at the emergency number provided.

**In the event there is a mandatory evacuation due to a hurricane, we ask that you supply us with an emergency contact number of a person who will be required to come and pick up your pet from boarding.**