



BOARDING & GROOMING POLICY/HEALTH GUARANTEE

In order to protect your pet's well-being and provide the safest possible environment for their stay with us, we require that certain health standards be met by each pet boarded with us. If a vaccine or a test is due, or a medical or emergency procedure is necessary, it will be done and the appropriate fee will be charged.

- All dogs must have current immunizations (rabies, DHLPP). All dogs must have had a heartworm test within the last 12 months and a fecal examination for internal parasites within the last 6 months.
- All dogs must have been immunized against Bordetella bronchitis within the last 6 months.
- All cats must have current immunizations against rabies, distemper, rhinotracheitis & calici virus.
- All pets must be free of fleas & ticks when admitted or must be treated on admission.
- At our discretion, pets will be given a bath on the day of dismissal and the owner charged a reduced fee to cover the cost of the bath. This is a cleansing bath only --- not full grooming.
- All pets will be examined on admission. Veterinarians closely monitor all pets each day. Animals will be admitted and discharged only during regular office hours.
- An emergency number should be left with our clinic staff. Attempts will be made to contact owners, but any pet that requires veterinary attention will receive it at our discretion and at the owner's expense.
- Pets requiring medications will be on medical board. These pets will be treated only by veterinarians or trained veterinary nurses.
- **Health Guarantee** – Infrequently pets will develop problems here. Coughing and diarrhea are common boarding related diseases that are caused by excessive barking, dietary changes, stress, or infectious agents. We seek to avoid such problems, but sometimes they do occur, even with the best of care. At Paoli Vetcare we feel so strongly about the sanitary conditions of our facility that we guarantee your pet's health with regard to boarding related disease. If your pet develops any common boarding related intestinal or respiratory condition while in our care, we will initiate appropriate treatment **free of charge** up to \$100.00 per pet. This offer only applies to services rendered at Paoli Vetcare. Covered conditions are limited to traumatic & infectious tracheobronchitis/rhinitis and stress & dietary-related diarrhea/vomiting. Intestinal parasitic disease is not covered, nor is any underlying disease which may manifest as the above. Determination of cause of disease is solely at the discretion of Paoli Vetcare veterinarians.
- We prefer you not leave toys and bedding due to sanitation procedures.
We cannot be responsible for items left with your pet. Please remove all choke collars on admission. We will provide freshly laundered blankets and towels for your pet's comfort every day.
- Please inform us if you are not happy with the way we care for your pet.
Your satisfaction and your pet's well being are our primary concerns.
- **All we need is your pet! You are welcome to inspect the kennels at any time – we are proud of them!**