

**BOARDING SERVICES**

Stones River Veterinary Hospital’s boarding facility is divided into rooms called pods. In the pods, there are 6 to 8 pet suites in which the canines are housed. There is one canine per suite, so the maximum number of canines in a pod is between 6 to 8. This decreases noise and stress for our guests. The suites measure a spacious 4 by 6 feet, and a pet cot is provided for pets to be able to sleep off of the floor. Each pod is climate-controlled, has an outside window, a TV, music, sound absorbing panels, and an air exchange system. We feed Purina EN (a gastrointestinal diet) if our guest arrives without his or her own food. Fresh water is provided, and housekeeping and sanitizing is done daily.

Outside, our guests enjoy a spacious fenced-in yard, large trees for shade, and a scenic pond (though not physically accessible). Outdoor bathroom breaks and group play are monitored by our staff members. Please let us know if your pets are well socialized and allowed to play with other dogs or if they are better with one-on-one playtime. \*\*Also let our staff know if your dog has been known to jump or climb fences. \*\*

Cat boarding has a separate room with multi-level suites and separate litterbox areas within each cat suite. Our feline guests enjoy a room with an outside window, pheromone diffusers, and a cat tree.

We will do our best to keep you updated via our app or by text messages. Please download our app if you have not already!

*Our boarding facility is not set up to house aggressive or overly fearful pets*. Our dog guests must accept our staff entering their suite and applying a lead without biting, growling, or attacking our team members. Our feline guests must allow our staff to open their suite door, feed and water without biting, scratching, or attacking our team members.

\*It should be noted that if unaltered pets (i.e. not spayed or neutered) go into heat or become aggressive, SRVH reserves the right to request that you make arrangements to have your pet picked up. If arrangements cannot be made, an additional charge of $45 per night will be incurred for the additional care your pet will need.

**BOARDING RULES & POLICIES**

All pets must be seen prior to their stay, or have been seen, by one of our veterinarians in the last year for a wellness examination prior to being scheduled/allowed to board overnight or for day-boarding. This is not only to establish the doctor/patient relationship and for us to review records but also to ensure the safety of your pet and our staff.

If vaccines were not done by SRVH, proof of vaccines by a veterinarian must be provided.

\*We will accept vaccine records from another veterinarian. However, we cannot accept another facility’s exam for that patient. The following vaccines are required for our boarding facility

 (This includes pet’s coming in for a bath service only):

Canine: Rabies, DAPP, Lepto, Bordetella, and Influenza vaccines and a negative fecal test in the last 6 months. Because we are first and foremost a hospital and we do have sick patients who come and go, it is necessary and required that all vaccines must be fully updated (including any necessary boosters) at least **2 weeks prior** to dropping your pet off for boarding. This policy is in place to protect our boarding pets.

Feline: Rabies, Feline Distemper (FVRCP), FeLV and a negative fecal test within the last 6 months. Because we are first and foremost a hospital and we do have sick patients who come and go it is necessary and required that all vaccines must be fully updated, including any necessary boosters, as least **2 weeks prior** to dropping your pet off for boarding. This policy is in place to protect our boarding pets.

Our guests must be free of fleas, ticks, and intestinal parasites. A negative fecal test within the last 6 months is required to decrease parasite exposure to our guests, staff, and hospital grounds. If parasites are found by our trained staff, SRVH will treat accordingly at the owner's expense.

SRVH reserves the right not to perform or refuse services as needed, based on different factors such as—but not limited to—safety, health, and/or behavior of the animal.

\*\*Changes in behavior: Please keep in mind that a pet's temperament can change over time, and it may become necessary to reassess his or her ability to use our boarding facility.

SRVH may capture pictures/videos of your pet, his or her owners or owner's agent while on the premises, and we may use, reuse, and publish such pictures/videos on social media platforms, our clinic website, and/or clinic use for marketing purposes. Clients release SRVH from any demands arising out of the use of such images or videos without limitation and all claims for libel or invasion of privacy.

Personal Items: Our boarding facility is set up to offer your pet the comforts of home such as beds and toys, thus eliminating the hassle of bringing those items from home. If you would like to bring bedding or toys SRVH is not responsible for any damage to these items.

**CANCELLATION & NO-SHOW POLICY**

A notice of 24 business hours in advance is required for cancellation during busy holiday seasons such as Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas, and New Year's Day. After hours, weekends, and holiday communications are to be accepted and marked as received on the next business day.

In the event a pet has more than 3 combined total cancellations and/or no-show appointments, SRVH reserves the right to require non-refundable prepayment for any future services.

Check-in times are roughly 10-15 minutes per pet. Please plan accordingly to ensure we are taking excellent care of your pet’s needs by spending this time with our boarding staff to discuss paperwork and any questions you may have.

We will always answer all of your questions and make sure you are continuously informed. We pride ourselves in our quality of service and care and know you will appreciate it during drop-off as well as pick-up!

\*\*Stones River Veterinary Hospital will not be offering pick up or drop off services on Sunday.

**BOARDING PRICES**

Canines: $68 per pet, per night

\*An additional $45 will be charged on the day of a holiday (New Year’s Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, and Christmas Day)

Felines: $30 per pet per night; the same holiday pricing applies.

Additional services (baths, nail trims, anal gland expression, veterinary exam/consultations) are available and will be charged in addition to boarding if chosen or warranted. Prices for services aside from boarding are as follows:

Exam/consultation: $78.50

Express anal glands: $38

Nail trim: $27.00

Nail trim with Dremel: $45.50

Bathing (charges vary with size and weight of the patient: $35-100)

 \*\*Please note that SRVH does not offer grooming services.

**DAY BOARDING** – 23.90$ Dropoff 7:00 am pick up before 5:00 pm