

Boarding Frequently Asked Questions

What vaccines are required for boarding?

Cats: FVRCP (Feline Distemper and Upper Respiratory Diseases) and Rabies- both given within the last 12 months

Dogs: Distemper, Parvovirus, Rabies, Bordetella (within the last 6 months), Canine Influenza, and Leptospirosis

We must have vaccine records from a veterinarian if they are not given here.

We have a doctor on staff 24 hours a day so we can administer your pet's vaccines at check-in. We do recommend that you update your pet's vaccines prior to your reservation if possible.

When does the boarding day start?

New days start (and charges are applied) at 2 p.m. daily.

My pet is on medications. Can he board in the Pet Lodge?

It depends! Pets on daily medications can board in the Pet Lodge. **Medications must be in the original container!**

However, there are a few medical conditions that require more supervision and medical knowledge so these pets must board in our hospital. These conditions include: Heart Disease, Diabetes, Cushing's Disease, Addison's Disease, pets with a history of seizures, pets with a contagious condition, or major autoimmune disorders. Hospital boarding starts at \$64.08 a day.

What do you feed in the Pet Lodge?

Dogs and Cats are fed Science Diet Sensitive Stomach & Skin twice daily. You are welcome to bring your pet's regular food (with the exception of raw meat) if you prefer.

Can I bring my pet's bed and/or toys?

We have plenty of blankets and have raised cots for the dogs so it is not necessary to bring your own bedding. We discourage you from bringing anything that is valuable or irreplaceable, as we are constantly doing laundry to keep all of the bedding and washable toys as clean as possible!

We will also ask you to keep your leash and collar so they do not get damaged or misplaced. Harnesses are accepted if your pet requires a harness for his or her walk.

How often do dogs go outside on walks?

Dogs go outside at least 3 times daily

Do the cats board in the same area as the dogs?

Cats are boarded in their own room down the hall from the dogs.

What happens if you find fleas or ticks on my pet?

Pets with fleas and/or ticks are given a single treatment of medication **at your expense** to keep your pet (and everyone else in the Pet Lodge) safe! If you would like

more than one dose (we recommend year round protection with Texas' mild climate), we can discuss this with you as well.

Is there an after-hours or holiday fee?

Yes, pets checking in or checking out between the hours of 9 p.m. and 7 a.m. will have a \$42 fee added to their invoice.

Also, pets checking in or checking out on Thanksgiving, Christmas Day, or New Year's Day will also have an additional fee of \$60 added to their invoice.

*Note: these fees are **per family**, not per pet!*

Do you offer group play?

We offer individual playtime (for dogs and cats!) and also will allow pets from the same family to play together outside in our enclosed play area or inside in our playroom. For everyone's safety, we do not allow any other type of group play.

What if my pet needs medical attention during his stay?

Our Animal Care Attendants are trained to look for any signs of illness. If your pet appears ill, one of our doctors will examine your pet and call you for permission to perform diagnostics or give medication.

In the case of an emergency, the veterinarian on staff will provide care to stabilize your pet and then contact you as soon as possible to discuss further treatment. **This is why it is important to have good contact numbers so we can reach you (or someone your authorize to make medical decisions) while you are away.**

How far in advance should I make my pet's reservation?

For our busiest times (Thanksgiving, Christmas, New Year's, Spring Break, Memorial Day, 4th of July, Labor Day), we recommend making a reservation 1-2 months in advance if possible. Our dog "suites" and large kennels are often in high demand and go quickly!

Do you allow extended stay boarding?

We do allow for extended boarding stays but require a pre-payment of \$80 for pets staying longer than 5 days.

Do you offer any discounts for longer stays or pets that board often?

We do have Frequent Boarding Cards. After 10 days of boarding, your pet receives 1 day free!