



Boarding Policy

Thank you for choosing our hospital to board your pet. We provide quality boarding with a personal touch. Every attempt will be made to give each pet individual love and attention during their visit with us. Along with our caring kennel assistants, while staying with us your pet will be under the supervision of our Animal Health Assistants. We strive to maintain a sanitary and healthy environment for our patients.

Vaccinations & Requirements:

All pets must be up to date on their vaccinations and had a medical exam within the past year. It is the owner's responsibility to make sure that proof of current vaccines are on file with the hospital at the time of admission. If vaccinations have been administered at another veterinary hospital and they are closed at the time of admission and proof of those vaccinations is not on file, the vaccines will be brought current at the time of admission and the client will be charged accordingly. Boarding animals less than 16 weeks of age are not recommended because they may not have developed complete immunity. However, boarding can be accommodated for pets under 16 weeks and will be boarded in our isolation area (if space is available). They also must be current on requirements for their age range.

Dogs: Exam within past year, Rabies, Distemper/Parvo (DHPP), Leptospirosis, Canine Influenza (H3N8/H3N2), Bordetella (every 6 months) and Negative Fecal Exam/Giardia Elisa Test within the last year. Currently on Heartworm and Flea/Tick prevention.

Aggressive canines and intact male canines over the age of one year will not be allowed to board at our facility.

Cats: Exam within past year, Rabies, Feline Distemper/Upper Respiratory (FVRCP) and currently on flea/tick prevention.

Internal/External Parasites:

All pets must be free of parasites, including fleas and ticks. If your pet is admitted with external parasites, they will be treated at the owner's expense.

Rates and Payment:

Dog boarding rates are based on weight and Cats are one flat rate. Other services provided to your pet during boarding are charged at regular cost. For established clients, payment in full is expected when your pet is discharged; however, boarding for 14 days or more will require a 50% deposit. For new clients, full payment is required for first time clients at check in. Rates are calculated on a daily basis. Boarding is charged by the number of days stayed, and charges are updated at closing time. The only exception is when owner elects to pick up on Sunday, there will be a charge for that day.

Medical Illness Policy:

One of the advantages of boarding your pet(s) at a Veterinary Hospital is that medical attention is readily available for our guests. If your pet needs medical attention we will call the emergency number that was given to us on the consent form. If we are unable to contact you, your pet will be treated as we deem necessary, at normal hospital fees. Pets with other certain diseases (Diabetes, Chronic Heart Failure) there could be additional fees for boarding depending on the level of care needed.

Medications:

If your pet is currently on medication or supplements, please inform the receptionist at scheduling. Charges for administering medications and supplements are based on the frequency of dosages and the means of administration. Medications and supplements must be in their original container. DO NOT put medications or supplements in the pet's food, baggies, or pill boxes.

Personal Belongings:

Leashes, collars and harnesses will be sent back with the client. Also, leaving personal belongings, i.e.: toys, blankets, bedding, etc., is allowed but discouraged due to sanitation and orderliness requirements. If you have questions about this, please discuss with the admitting staff member.

The facility is not responsible for any items if lost or soiled.

Pets Boarded Together:

We recommend that pets are boarded in separate kennels and runs. The primary purpose for this is that pets, even from the same family, can occasionally become agitated and VCA Stoney Creek wishes to avoid injury from altercation. If client elects to board pets together, a waiver will need to be signed at admission.

Inherent Conditions:

Occasionally pets may develop problems from environmental and dietary changes. Signs may include: vomiting, diarrhea, coughing, sneezing and self-trauma such as scratching or biting their skin. We take great care so that these problems won't occur and we treat our guests promptly, if needed. However, please be aware and understand that these conditions can develop and that the hospital is not financially responsible for these inherent conditions, if they do occur.

What to expect after pick up:

Changing environments, routines, diets, and any other patterns your dog experiences in their life can cause them stress. Every dog reacts and handles stress differently. After picking up your dog from boarding, you may see one or all the following: excessive drinking, change in appetite, change in personality, increased or decreased bowel movements and change in sleep pattern. These changes will go away in a day or two. If it persists or is an extreme shift from your dog's standard for more than three days, contact us as soon as possible.

Abandonment:

Please notify us if there is any change of plans in your pet's scheduled release date. If you do not notify us of a change in your pet's departure date and either we do not hear from you or are unable to contact you or your authorized agent for a period of 14 days after your pet's scheduled release date, the Hospital will consider your pet abandoned according to the animal abandonment laws of North Carolina. Please be advised that the pet owner will be responsible for the fees accrued and any other fees or legal services incurred by the Hospital as a result of the abandonment.

If you have any questions or problems, please call us at 704-717-0616. Thank you!