

## **BOARDING POLICY**

1. A limited space is available only to healthy and vaccinated pets.
- \_\_\_\_\_ 2. Boarding is charged from the day of admittance until the day of discharge. *If you pick up before 11 a.m. on the day of discharge, you will not be charged for that day.*
3. During the holidays when many animals are being bathed for discharge, it is requested you call prior to pick up to assure your pet's readiness. On these days, clients will receive early pick up first if requested.
4. All pets are required to be bathed for parasite control and sanitation reasons at the owner's expense.
5. Please bring any medications that your pet requires at the time of boarding and inform us. Make sure each medication is properly labeled with the name of the medication and direction. Also, please inform us if your pet requires any special care.
6. Please call if you are delayed or plan on returning early. This allows us to prepare your pet for discharge.
7. Holiday reservations should be made at least 3-4 weeks in advance!
8. Boarding fees must be paid entirely on the day of discharge.
- \_\_\_\_\_ 9. ***NEW CLIENTS** boarding pets are required to pay a deposit of one half the entire boarding fees (in **CASH OR CREDIT CARD ONLY**) at the time of admittance.*
10. Animals are not discharged on Sundays, holidays or after hours.
- \_\_\_\_\_ 11. ***ANY PET THAT DEVELOPS A MEDICAL PROBLEM WHILE BOARDING WILL BE TREATED AT THE OWNER'S EXPENSE.***
- \_\_\_\_\_ 12. Vaccines required in order to board are (DHLPP-CV, Bordetella, and Rabies vaccine). Vaccinations **MUST** be given by a licensed veterinarian. If written proof of vaccinations cannot be provided, then the required vaccines and exams will be given at the owner's expense.
- \_\_\_\_\_ 13. Boarding animals that extend their stay into holiday boarding without prior reservation maybe charged an additional \$10.00/pet/day on top of their regular boarding fee.

### **EXCESSIVELY AGGRESSIVE OR DESTRUCTIVE ANIMALS:**

- \_\_\_\_\_ 14. There will be an additional fee of \$10.00/pet/day + regular boarding fees, for any animal that is aggressive towards the staff and other animals OR if they are excessively destructive. The owner will be responsible for the damages.

### **FOR ANIMALS WHO ARE DIABETICS OR HAVE SEIZURES:**

- \_\_\_\_\_ 15. Mercury Animal Hospital is not staffed 24 hours a day. Therefore, pets that are diabetic or have seizures cannot be monitored from 6 PM to 7 AM. Because these pets are prone to having complications, owners must be aware of the potential dangers of boarding at a non 24-hour veterinary hospital. Every precaution will be used to ensure your pet has a safe boarding stay. ***I, release Mercury Animal Hospital from any liability that may arise from medical complications of my pet occurring after hours, due to their sickness.***

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**I UNDERSTAND THE ABOVE POLICIES AND DO HEREBY AGREE TO THEM**

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

**MERCURY ANIMAL HOSPITAL INC., 2500 W. MERCURY BLVD., HAMPTON, VA 23666; (757) 826-4951**

ADMITTING RECEPTIONIST: \_\_\_\_\_