



BOARDING POLICIES

(Updated March 2017)

Payment

All boarding bookings require a **50% deposit will be required at time of check in**. The remaining balance must be paid at check out.

Just like a hotel, a new day of boarding is charged at 10:30am each morning so we recommend a 10am check out! If your pet is still within our care after 10:30am they will be charged for the following 24hour period.

Vaccinations

To ensure the safety of our boarders, all animals must have up-to-date vaccinations on admission to boarding. If this was administered at another clinic please provide evidence (a vaccination certificate). Our staff reserve the right to ring (the other vet) to confirm your pet's vaccination status prior to admission and refuse entry to any pet that does not have sufficient vaccine coverage.

If your pet is overdue for vaccination they will require at least one vaccine 2 weeks prior to check in. If your pet is due (but not overdue) for vaccination we can complete this whilst they are boarding with us.

Flea prevention

All animals must have up-to-date flea prevention on admission to boarding that covers them throughout their stay. If your animal is not on flea prevention an inhouse product will be provided and charged to your account.

For cats we recommend Comfortis (monthly chew), Activyl (monthly spot-on), Revolution (monthly spot-on) or Advocate (monthly spot-on).

For dogs we recommend NexGard (monthly chew), Bravecto (three monthly chew), Comfortis (monthly chew) or Advocate (monthly spot-on).

Food

- Food is included in boarding costs and includes twice daily feeding with the following diet:
 - DOGS - Hills Advanced Fitness Dry only. Please tell us if you would also like wet food given.
 - PUPPIES – Hills Puppy Small Bites Dry only. Please tell us if you would also like wet food given.
 - SENIOR DOGS (>7yo) – Hills Mature Dry only. Please tell us if you would also like wet food given.
 - CATS – Royal Canin Neutered Male (appropriate for males and females) dry food with Whiskas Wet food.
 - SENIOR CATS (>10yo) – Royal Canin Senior Stage 1 dry food and Whiskas Wet food.
- If your pet requires an alternative diet it must be provided clearly labelled and preferably divided into correct portions (or with clear instructions on how to do so).

- If your pet is on a prescription food please provide it. If the prescription food is not provided we will sell you a bag on admit and you can take the remaining food home when you pick up your animal.
- Let us know if they are fussy eaters or have sensitive stomachs! This can assist us in formulating the best feeding plan for your pet.
- Due to potential choking hazards we do not allow boarders to receive any chews, treats or dental-related toys/chews whilst boarding with us.

Dog walking

All dogs will be walked regularly on lead off hospital grounds. Please note your consent for this is required on the admission form. Please inform our staff if your dog does not walk well (and safely) on a lead (for example needs harness, is an escape artist or pulls).

Belongings

We supply all bedding, leads, litter trays, bowls and harnesses for our boarders. We strongly recommend you leave no belongings with us apart from carry cage (cats) or collar (dogs) as they tend to get misplaced, chewed or dirty. All belongings left with your pet at the clinic including but not limited to toys, blankets, cages, leads and collars will be clearly labelled and kept with your pet however Parramatta Vet Hospital accepts no responsibility for lost or damaged items.

Medications

All pets requiring medication whilst in boarding must have their medications separated, clearly labelled and packaged. We want to make sure we know all there is to know about your animal's health so a complete vet history may be requested if you're not our veterinary client (and we love it if you bring this with you all ready to go!). Extra fees may occur for some medications.

Extension of boarding

If you are having just too much fun on holiday or for whatever reason need to extend your pet's stay this is fine (subject to space). Please call the hospital to let us know the proposed extension dates. Please note at the time of this extension we require payment of boarding to date and full payment of boarding until the proposed discharge date.

Just in case...

Whilst we endeavour to maintain strict hygienic protocols and a disease-free boarding environment we very rarely have an unavoidable infectious disease outbreak such as kennel cough or cat flu. Whilst all precautions are taken to ensure the offending animal is isolated and remaining animals are kept healthy, we take no responsibility for any related illness.

Due to staff safety, Parramatta Veterinary Hospital reserves the right to refuse boarding to aggressive animals. Please inform us at time of booking if your pet is aggressive to humans or other animals.