

# **Chowan Animal Hospital**

1515 Paradise Road, Edenton, NC 27932, 252-482-4113

## **Boarding Terms and Conditions**

### **Drop off and Pick Up Hours:**

Standard Boarding -Monday through Friday: 8am - 5pm, Saturday: 8 am - 11:30 am Premier and Luxury Boarding-Monday through Friday: 8am - 5pm, Saturday: 8 am - 11:30 am , Additional pick up hours for Premier and Luxury ONLY: Saturday: 3pm - 4pm, 7pm - 8pm Sunday: 9am-10am, 3pm-4pm, 7pm-8pm

### **Boarding Policy:**

As a service to our clients, we offer boarding and bathing. We want this to be a pleasant and healthy experience for you and your pet. Check in and pick up times are listed above. We must insist these times be observed with no exceptions. There are no admissions on Sunday or holidays. We reserve the right to change your pets' type of boarding if we believe it is necessary in order to keep your pet from harming themselves or causing damage to the facilities.

### **Payment:**

Payment must be made in full at the time the animal is released to go home. If you are requesting an extended stay (more than 2 weeks) we request payment in advance. We will not bill you for boarding; it must be paid at the time service is rendered. Any pets scheduled to go home on a weekend other than regular business hours must pay in advance at drop off. In the event boarding charges are not paid when due in accordance with this agreement, Chowan Animal Hospital may exercise its lawful rights upon 10 (ten) days written notice by delivering such notice via first-class mail to owner's address. A pet that is unclaimed for 10 days beyond its scheduled discharge date is considered abandoned and will become property of Chowan Animal Hospital. Every effort will be made to contact owner if abandonment becomes an issue. If for any reason a pet is not going to be picked up on the scheduled pick up date, owner shall contact us to make arrangements to extend the pets stay.

### **Vaccinations:**

For the safety of all animals, we require all boarded dogs to be current and up to date on Rabies, Distemper/Parvo and Bordetella (Kennel Cough) vaccinations as well as a current fecal test. Cats are required to have Rabies, FVRCP, and Bordetella. Bordetella vaccinations must be boosted every 6 months. If your animal has been vaccinated somewhere other than our facility, we must have proof of these vaccinations. If you cannot provide proof of vaccinations, they will be given to your pet at your expense.

### **Parasite Free:**

This is a "parasite free" facility. As your pet enters our boarding facility, he/she will be given a capstar chew. This will kill any fleas that may be on your pet. This is our policy for every pet that stays at Chowan Animal Hospital/Paradise Pet Resort. If during his/her stay with us, there is evidence of internal parasites (intestinal worms), we will do the necessary test to determine the type of parasites and deworm accordingly. The cost of any of these treatments will be in addition to any estimate you may have received for boarding.

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**Medication/Prescription Foods/ Special Care:**

If your pet requires special care, special foods or medication while boarding with us, please bring these things properly labelled with the pet's name, your name and complete instructions. We will give these per your instructions. Fees for these services are determined on an individual basis

**Bedding, Your own food, toys, etc.:**

You may bring your own food, we will gladly feed it. Please make sure it is properly labelled with the pet's name, as well as your name. Bedding is provided by our facility, but you can bring your own as well as toys. Please be aware that any items you bring may become damaged beyond repair. Damaged or lost items will have to be replaced at pet owner's expense.

**Liability Release:**

We have designed this facility to be as safe and secure as possible. However, pets can sometimes do things that are out of our control. These instances are rare but do sometimes happen. In the event your pet becomes ill, injured or escapes from the facility, Paradise Pet Resort/Chowan Animal Hospital and its employees will not be held liable as long as reasonable precautions were taken to prevent the incident. These include but are not limited to situations that are a direct result of the action of the pet. Examples include: 1) Escape resulting from climbing fences, digging under fences and destroying parts of the fence. 2) Exercise resulting in injury 3) Destruction of boarding facility causing injury 4) Medical problems that develop while boarding. In a case of an illness or injury, we will contact you immediately with an estimate to treat the condition. If you can't be reached, we will treat the pet with the standard of care that we feel is appropriate for the condition. The owner will be responsible for paying all charges incurred while treating the pet.