



(904) 338-9480

Boarding Policies

Welcome to our facility! We are so pleased that you have entrusted us with the care of your treasured pet. Our goal is to be the best facility in the U.S.A. and to provide the finest care available. Our boarding policies exist for the protection, safety, and comfort of your pet.

We accept reservations on a first come and first served basis. We recommend you book well in advance to ensure space is available. Reservations require a credit card or deposit. HOLIDAY RESERVATIONS REQUIRE A CREDIT CARD AND 50% DEPOSIT. Cancellations may be made 24 hours (or more) in advance with no penalties – except for holidays. Holiday reservations require a three-week cancellation notice. NO-SHOWS OR CANCELLATIONS MADE WITHIN LESS THAN 24 HOURS FOR NON-HOLIDAYS WILL BE CHARGED FOR ONE DAY OF BOARDING. DEPOSITS WILL BE FORFEITED FOR NO SHOWS OR CANCELLATIONS MADE WITHIN LESS THAN THREE WEEKS OF A HOLIDAY RESERVATION. Monthly boarding fees are required in advance. DISCOUNTED RATES FOR LONG-TERM BOARDING ARE AVAILABLE ON A PREPAYMENT BASIS ONLY.

WE REQUIRE PROOF OF CURRENT VACCINES ADMINISTERED BY A VETERINARIAN. Vaccines required for dogs are Rabies, Dhlp, Parvo, Tracheobronchitis and a Fecal and Heartworm test with a negative result. We are now accepting 3-year vaccines for Rabies, DHLP, and Parvo. All dogs are required to have an annual Tracheobronchitis vaccine. Annual vaccines required for cats are Rabies and FVRCP. If your dog or cat is not current on these vaccines, our staff will be happy to send them to our Veterinarians on site and have them vaccinated at an additional charge.

When boarding your pet we supply everything! Each pet has his or her own room and private yard area. We have comfortable beds and stainless steel bowls. If your pet has a favorite toy, you may bring up to two with you. They must be labeled with your pet's first and last name. Although we will do everything possible to keep up with your pet's belongings, we are NOT RESPONSIBLE FOR ITEMS LOST OR BROKEN. Our food is Science Diet Adult dry. If your pet is on a special diet, you may bring his or her own food. Please pre-measure food and put it in labeled plastic Baggies in order to avoid confusion. For Example: "Dottie" Smith 01/02/07 A.M. or "Wilbur" Jones 07/04/07. There is a \$3.00 per day charge to measure and bag pet's own food by our staff on site.

Please be sure to notify the front desk upon arrival of any special needs your pet may have. If your pet is on medication, please make sure it is labeled with correct dosage and clear instructions. There is a \$2.00 per day charge for pets having medications administered while boarding. Pets with contagious illnesses, or pets that require extensive medical treatment and/or intensive care are required to board at the Animal Hospital.

WE REQUIRE THAT ALL DOGS HAVE AN EXIT BATH BEFORE LEAVING THE FACILITY, AT AN ADDITIONAL CHARGE. Prices vary according to the size and breed of your pet. Baths include brush and blow dry, nail trim, ear cleaning, anal glands expressed, cologne and bandana by our professional groomers. Haircuts are extra options set by appointment. We enjoy sending your pet home from vacation looking and smelling extra nice! Your dog may be bathed the day before check out to ensure he/she is ready for your return.

Boarding charges include room, meals, and maid services. You are charged for each day in the facility, beginning with the day of arrival. A boarding day consists of the time you drop off until check out at 12:00 noon the next day. Picking up after 12:00 noon will result in an additional one-day charge. We prefer that you pick up

your pets from boarding after 9 a.m. to give our staff time to finish morning feeding and activities. OUR OFFICE HOURS FOR PICK UP AND DROP OFF ARE 7 AM TO 7 PM M-F AND 8AM TO 3PM SATURDAYS. FOR YOUR CONVENIENCE, WE OFFER LATE PICK UP ONLY ON SUNDAYS FROM 4PM-6PM FOR AN ADDITIONAL ONE-DAY CHARGE. PAYMENT IN FULL IS REQUIRED AT TIME OF PICK-UP. WE ACCEPT CASH, LOCAL CHECKS AND MOST MAJOR CREDIT CARDS. WE DO NOT BILL OR ACCEPT PAYMENT PLANS.

JULINGTON CREEK ANIMAL WALK PARK MEMBERS MAY NOT USE THEIR MEMBERSHIP CARD TO ACCESS BOARDING PETS. Doing so is considered a violation of your park membership and will result in immediate termination of your membership, without reimbursement. The security of our pet guests is our number one concern. Access to boarding pets must be made only through our reception staff during office hours.

Special Services include swimming, play times, nature walks, or cuddle times. Sessions are closely supervised 30-minute sessions. The charge for swimming and play times is \$6.00 per session per pet. The charge for nature walks and cuddle times is \$12.00 per session. Multiple pets in the same suite may participate in cuddle times for one \$12.00 fee per session. You may choose as many or as few special sessions as you (and your pet) would like, up to two per day. INTACT MALE DOGS OVER 8 MONTHS OF AGE ARE ALLOWED NATURE WALKS OR CUDDLE TIMES ONLY.

Reasonable precaution will be used against injury, escape, or death of this pet. The staff and/or facility will not be held liable for problems that develop provided reasonable care and precautions are followed. Upon check in, you will be asked to give a phone number where we may reach you in the event of an emergency. If you are unavailable and your pet requires immediate or emergency medical attention, they will be treated by our Veterinary staff. YOU WILL BE RESPONSIBLE FOR ANY FEES FOR TREATMENT THAT ARE DEEMED NECESSARY BY OUR STAFF OF VETERINARIANS. IF YOUR PET SHOULD BECOME ILL WITHIN 48 HOURS AFTER BOARDING, OUR VETERINARY STAFF WILL BE GLAD TO TREAT THEM AT NO ADDITIONAL CHARGE TO YOU. JULINGTON CREEK ANIMAL WALK WILL NOT BE HELD RESPONSIBLE FOR CHARGES INCURRED AFTER 48 HOURS, OR TREATMENT AT ANOTHER FACILITY.

Again, we thank you for the privilege of caring for your special pet. We welcome all suggestions in our quest to become the best facility in the U.S.A. We are here to serve you and your pet and will do our best to make this a wonderful experience for both of you.

Revised 2/29/08