

Mountain View Veterinary Health Center

Boarding Policy Agreement

Mountain View Veterinary Health Center (MVVHC) is pleased to be able to offer a flexible boarding service to our clients, which will allow for ½ day increments according to the following policy.

- To qualify for a ½ day on the first day of boarding, client understands that client must schedule their pet's arrival time for 2:00 p.m. or later. If arrival time is not specified when the reservation is made, or if client arrives prior to 2:00 p.m., client understands that a full day of boarding will be scheduled and charged.
- To qualify for a ½ day on the last day of boarding, client understands that client must schedule their pet's discharge time for 11:00 a.m. or earlier. If discharge time is not specified when the reservation is made, or if client arrives later than 11:00 a.m. to pick up their pet, a full day of boarding will be scheduled and charged. Client also understands that these deadlines are not flexible and will be strictly enforced. This is necessary to provide the kennel personnel sufficient time to thoroughly clean, sanitize and prepare the boarding accommodations for the next guest.
- Client understands that MVVHC requires complete and up-to-date vaccinations on all animals using the boarding facility. This will help provide a safe and healthy environment for all animals in the clinic.
- The following vaccinations are required for all animals boarding at MVVHC. For vaccinations not administered at MVVHC, official written documentation of the vaccinations, including their expiration is required prior to animals being admitted.
 - Dogs: Bordetella (Kennel cough)
Parvo-Distemper (or appropriate titer level reports)
Rabies
 - Cats: FVRCP-FELV—Distemper/Leukemia (or appropriate titer level reports)
Rabies
 - Ferrets: Distemper
Rabies
- Client authorizes MVVHC to immunize their pet(s) with all required vaccines, which are overdue or not documented in writing prior to being admitted to the boarding facility.
- MVVHC provides a high quality adult diet for boarding animals. Clients may bring special diet food for their pet. All pet food brought into the clinic must be in an airtight, re-sealable container. There is no discount for bringing your pet's own food. In the event that there is not sufficient food for your pet's stay, we reserve the right to open and charge you for a new bag of food, if a prescription diet, or to feed your pet an appropriate wellness diet for the remainder of the stay.
- MVVHC is happy to arrange for after-hours drop-off or discharge of your boarded pet for an additional fee. However, the availability of this service is dependent on the attending kennel personnel's schedule. If client opts for this service, fees for all boarding and other services must be paid in advance.
- MVVHC will call client approximately 2 days prior to arrival date to confirm the reservation. Any cancellations or no-shows that occur after the confirmation call will incur a late cancellation fee equal to one day of boarding for each cage reserved. Client agrees to pay all such fees. Should client fail to arrive on the beginning day of the reservation, the entire reservation will be cancelled.
- The undersigned shall indemnify MVVHC against any and all expenses, liabilities, and claims by or on behalf of any person or entity arising out of a failure to disclose a communicable or infectious disease, the spread of any disease, or any other injury occurring to the client's pet while being boarded.
- The agreement will remain in effect from this date forward, until such time as the MVVHC Officers change the policy.

We will gladly prepare a written estimate if you desire, (please ask our receptionist or doctor). **ALL PROFESSIONAL FEES ARE DUE AT THE TIME SERVICES ARE RENDERED.** In cases of extensive medical or surgical procedures where full payment may be difficult at discharge, we accept major credit cards or can establish a payment arrangement if approved in advance of the treatment. There will be a \$20.00 service charge for any check returned unpaid. Any balance over 30 days will receive a \$5.00 monthly repeat billing charge **and** accrue interest at 1.75% per month (21% per year). Any balances referred to a collection agency will incur a \$20.00 referral fee.

To prevent the spread of infectious diseases, all hospitalized/boarding patients must be current on all vaccines and free from internal and external parasites. The signature below authorizes this level of preventive care and the appropriate charges will be assessed in the discharge invoice.

Signed _____

Date _____