



# LANIER ANIMAL HOSPITAL

5700 Cumming Highway

Building B

Sugar Hill, GA 30518

tel: 770.831.5965

fax: 770.831.3043

[www.lanieranimalhospital.com](http://www.lanieranimalhospital.com)

## Lanier Animal Hospital Boarding Policies

**Fees:** Owner is responsible for boarding fees, veterinary services and any other expenses incurred while their pet is boarded. A deposit is required during most summer months, all holidays and school breaks. If you do not cancel your pet's boarding reservation within 24 hours of their stay, the deposit will be forfeited.

**Vaccine Requirements:** All dogs must be current on Rabies, DA2PP, Bordetella (Kennel Cough) and Bivalent Influenza (H3N8 and H3N2). And all cats must be current on Rabies and FVRCP (Feline Distemper). Vaccines are required a minimum of three days prior to boarding your pet and recommended 7 days prior to allow the vaccines to fully protect them. Pets that are overdue for vaccines cannot board with us until vaccines are updated to protect both your pet and the other pets boarding. Vaccines cannot be given on the day of admission if your pet is overdue for any of the required vaccinations, however we can schedule an appointment to get them vaccinated 7 days prior.

**Flea/Tick Free Environment / Prevention:** Lanier Animal Hospital is a flea/tick free environment. All pets must be free of external and internal parasites upon admission. If a pet is not on a veterinary approved flea preventative or we observe fleas, a Capstar will be administered upon admission at the owner's expense. Any observed fleas, ticks, mites, or intestinal parasites must be treated at admission at owners expense. Hartz, Biospot, Adams, Kirkland Brand, Sentry, Sentry Pro etc. are examples of products not veterinary approved.

**Environment:** Although we encourage a low-stress environment, some pets will bark much more than normal while boarding. This may cause a sore throat, tracheitis, or temporary changes in your pet's bark (hoarseness). At the discretion of the veterinarian, isolation and treatment for pets suspected of upper respiratory infections will be administered for the safety of all of our boarders.

Although your pet may appear healthy at drop off, it is impossible to detect most problems until a pet starts to show clinical signs. Changes in your pet's lifestyle (such as boarding) can result in stress and anxiety and may weaken the immune system, resulting in clinical signs such as vomiting, diarrhea, lethargy, anorexia (not eating). If your pet exhibits any of these clinical signs we will contact you or your emergency contact with a treatment plan.

We allow pets from the same family to be boarded together at the owner's request, but cannot be held responsible if any injury occurs due to playing or squabbling that may occur in a restricted environment. We will use all reasonable precautions against injury, escape or death of your pet. The clinic and staff will not be held liable for any problems that develop provided reasonable care and precautions are followed.

**Medication:** There is a medication/supplement fee of \$2.00 per administration to ensure your pet receives their correct medication and dose. These medications are given by trained staff. Do not mix medications and/or supplements in with food. It will be taken out so it can be given separately to assure the pet gets their medications. Medications are required to be in the original containers with correct instructions.

**Emergency:** In case of emergency or serious illness (vomiting, diarrhea, coughing, sneezing, bleeding, etc.) the doctors at Lanier Animal Hospital will make every effort to contact you or your emergency contact. However, in the case we cannot reach you or your emergency contact within 6 hours we will treat your pet at your expense. We do not want your pet to suffer or to put other pets at risk for possible contagious diseases. If you choose not to treat your pet, he/she will need to be picked up within 24 hours. The animal will be moved into isolation and additional costs will apply.



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**Diet:** We encourage you to provide your pet's diet from home, however, we do not accept raw diets. All food brought from home must be portioned out by meal into individual Ziploc bags and labeled with name. No food bags or plastic containers will be accepted. If you prefer, we will provide our sensitive stomach/gastroenteric diet at no additional cost. Please be aware that variations in diet and any changes in normal home feeding habits can cause GI disturbances. At the discretion of the veterinarian, intestinal parasite screens will be performed and treatment for diarrhea administered to ensure the safety of all of our boarders.

**Personal Items:** Although we allow personal items to be brought with your pet there is a limit of one bed or blanket and two veterinary approved toys. If you elect to bring your own bedding or toys, the following applies:

**TOYS:** The only toys allowed in the suite are Kong brands. **BEDDING:** Must be 24 inches x 36 inches or smaller to fit on the raised cots that we provide in each suite. The cover must be removable and machine washable. Anything larger and/or does not have a removable cover will not be washed during our guests stay. We wash all bedding the day prior to guest departure. We are not responsible for items lost or damaged while boarding. All personal items must be marked with owner's last name in a permanent manner. Personal food/water bowls are not allowed. If your pet destroys or ingests their personal belongings during their stay, Lanier Animal Hospital will not be held responsible for these items or the consequences that arise from possible ingestion. We make every effort to observe this behavior and remove belongings before it becomes a problem.

**NOTE:** We keep a soft, raised cot in every suite to allow a comfortable place to rest. We use toys, ropes and balls during group and individual playtime to give them plenty of fun and exercise. If at any time the pet shows signs of chewing/ingesting bedding or breaking apart toys, or has a history of ingesting such items, they will not be able to have these items in their suite during their stay.

**Playtime:** All dogs having group playtime will be temperament tested. If your pet is found to be aggressive or extremely rough during group playtime then you have the option of individual playtime at an additional cost. All dogs must be spayed or neutered in order to have group playtime. Animals boarding in Luxury condos will not be charged for group playtime but will have a nominal fee for individual playtime.

**Pick Up:** Pick up is by 12:00pm. If your pet stays past 12:00pm (Monday through Friday) you will be charged for a ½ day of boarding. There are no after hours pick ups or drop offs. We are open Monday - Friday 7:00 am - 6:00 pm and every other Saturday 8:00 am – 2:00 pm for drop offs and pick ups. If you miss this window you will have to wait until the following business day to pick up or drop off your animal. Lanier Animal Hospital staff is not permitted to let people in the building after hours. If you are delayed in picking up when scheduled, please call to let us know so we can set them up for another night. There may be days when we close at noon prior to a major holiday. We will notify you ahead of time, but please plan accordingly to allow ample time to get your pet settled in the resort.

**No Staff Overnight:** Owner understands that there is no staff on the premises overnight.