



Alameda Pet Hospital

Boarding Policy and Information

Alameda Pet Hospital is delighted to offer boarding services for happy, healthy dogs and cats! Our boarding guests enjoy a comfortable, caring environment designed for pets who are feeling their best. While we're not a 24-hour facility, our team is here during regular hours to provide plenty of love and attention. To ensure the safety and well-being of all our guests, we welcome only pets who are in good health and up-to-date on their wellness care.

Basic Requirements:

All pets must be at least 6 months of age and spayed or neutered. It's not good for puppies and kittens to be left alone for long periods of time in the kennel setting. For everyone's safety and well-being, there are no exceptions to this rule.

All pets need to be current on their annual exam with us and vaccines PRIOR to arrival for boarding. Since vaccine reactions are rare, but possible, we no longer are able to update the wellness exam and vaccines while the pet is here with us. Be sure to schedule those at least 2 weeks prior to the start of boarding to allow proper vaccine immune response. All pets must also be treated with flea prevention. If the pet is not current on flea prevention, we'll apply one at check in and add that to the charges. This is to ensure no one goes home with fleas!

If your pet has a chronic medical condition, we need to have boarding at our facility approved by a veterinarian to ensure we are a good fit for your pet's medical needs. All animals over 10 years old and those with chronic conditions must be cleared for boarding with an exam no more than 2 weeks prior to check in. Because we do not always have vets on staff 24 hours per day, we can no longer accommodate diabetics, neurologic patients nor patients with heart disease.

All first time boarders, and boarders who have not stayed with us in over one year, must pass a Temperament Test before boarding to ensure they are a good fit for boarding. Dogs are scheduled during the day and may be required to pass an Overnight Test, depending on how well they take to our staff and handling techniques. Cats staying more than 3 days for their first boarding stay are required to have an Overnight Temperament Test prior to boarding. The maximum length of any reservation is 2 weeks.

Check in/out information:

When you bring your pet to check in, be sure to arrive no later than 12:00 pm. If a pet is checked in after 12 pm, there will be a late fee of \$20 for the first occurrence and \$50 for the second. After 2 late check-ins, boarding will be refused. At check-in, your boarding release will be checked by a staff member and any medications/supplements will be confirmed with one of the nursing staff. Plan on spending about 10-15 minutes for the check in process. Check out should be no later than 5 pm so that our staff can focus on the end of day care for pets not going home.

At the time of check in, all pets must be in generally good health with no signs of contagious diseases. **Any pet deemed medically unsuitable for boarding by the veterinarian in charge will be turned away.** *Be sure to have a backup for your travel plans.*

If your pet has had any of the following symptoms in the week prior to check in, we will not be able to board them:

- **Coughing**
- **Sneezing**
- **Vomiting not related to dietary indiscretion**
- **Diarrhea**
- **A positive fecal test, even if currently being treated**

Things to bring for your pet's stay:

- Their normal food* and medications/supplements**
- If your pet eats from a slow-feeder/puzzle bowl, that is acceptable
- A leash for all dogs, a carrier for all cats

Things NOT to bring for your pet's stay:

- Blankets, bedding, toys
- Chewy treats that take several minutes to finish
- Personal dishes other than those listed above
- Anything that can be soiled, lost, or damaged

*Abruptly switching diets often causes digestive upset for dogs and cats, and they can be averse to specific foods so it's best to keep them on what they regularly eat. If your food runs out, we will supplement with our food. Dietary restrictive diets will incur additional fees, all else will get Hills Science Diet Sensitive Skin and Stomach or something similar, depending on availability. **Due to safety concerns for our staff and other patients, we are not able to accept raw diets for pets boarding with us.**

**All medications and supplements need to be in original packaging with appropriate labeling. Our staff is no longer allowed to take medications mixed with food or other items in ziploc baggies. This is for your pet's safety and we appreciate your understanding and cooperation.

Additional Information:

If your pet has any medical concern while with us, we will attempt to contact you for permission to examine and treat your pet. However, if we are unable to reach you, the doctor involved will perform an exam and administer medical treatment with their best judgment. If your pet is stressed out and exhibiting aggression or stress symptoms, we will administer medications for sedation and antianxiety. ALL AGGRESSIVE PATIENTS NEED TO BE PICKED UP BY THE OWNER OR EMERGENCY CONTACT. Be sure to have a back up plan for your pet's stay with us at all times. Additional fees for all of these will be added to your account, with or without verbal consent. This is for your pet's safety and wellbeing as well as the safety of our staff members. We appreciate your understanding and cooperation.

If you have any questions about the boarding offered at Alameda Pet Hospital or our updated policy, feel free to email us at alamedapetstaff@gmail.com, text us at 510-523-1626 or call us at (510) 523-1626 and choose option 2 for customer service.

ALAMEDA PET HOSPITAL BOARDING POLICY

All pets left for boarding must be current on all required vaccinations and free of fleas and ticks or they will be treated upon admission at the owner's expense.

Please bring your pet's own food. In the event that your pet's food should run out, we will use our hospital food, Science Diet Sensitive Skin and Stomach or something similar, depending on availability.

If medications are necessary for treatment or handling, you give your permission to ALAMEDA PET HOSPITAL to administer such medications.

By boarding your pet with us, you authorize ALAMEDA PET HOSPITAL to do what is necessary in case of illness, injury or an emergency situation.