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(Revised February, 2017)

#### Hours:

Monday-Friday 7:00am-7:00pm

Saturday 8:00am-3:00pm

Sunday 2:30pm-7:00pm

Holiday hours: To be announced

After hours drop off or pick up by pre-arrangement only (extra fees apply)

#### Check In & Payment

Payments are made at check-in. We accept cash, check, and all major credit cards. There may be additional charges at check out for other authorized services incurred during your pets' stay. Please have pets checked in 30 minutes prior to closing hours. Weekends are charged out as a weekend rate through Monday at 2:00pm.

#### Sunday Check Outs

Most boarding facilities do not provide discharge of animals on Sunday's or holidays. Our customers appreciate the option of courtesy pickups the evening before they must return to work or other activities. We have tried to satisfy our client's needs.

By the Sunday check out time, we have provided a day's care for your pet. Our Pet Care Technicians spend all day, every day caring for your pet. We must staff reception during this courtesy pick up for your pet and employee safety. Because of the full day's care and extra employee cost involved, we charge for Sunday whether your pet goes home Sunday evening or stays until Monday morning.

#### Immunizations

Dogs: Current vaccinations for Rabies, Distemper, and Bordetella (Canine Cough) are required without exception.

Cats: A negative Feline Leukemia test and current vaccinations for Rabies, FDRIC (HCP), and Feline Leukemia are required without exception.

We strongly recommend all vaccine boosters be administered two or more weeks before the start of lodging. An internal and external parasite control program is highly recommended.

Proof of immunization must be provided prior to checking in. All vaccinations must be performed by a licensed veterinarian.

### Personal Items:

We provide clean comfortable bedding, and food/ water bowls. Toys and treats may be checked in with your pet. Due to safety and sanitation issues, AnimaLodge does not accept owner's bedding. All items must conform to size regulations that allow for safe use. Any personal items which may present a choking hazard, or are otherwise deemed unsafe will not be allowed. AnimaLodge is not responsible for loss or damage of personal items.

### Medications & Supplements:

If your pet requires medications or supplements, we can accommodate those needs. All medications must be clearly identified as to what the product is, prescription source, pet's name, owner's name and the intended regime. If possible, please bring the medications in the container provided by your veterinarian, with printed instructions. A fee will be charged for the administration of all medications and supplements.

### Arrival Day:

Please allow enough time to check in your pet. If you arrive rushed or worried about catching an airplane or getting on the road, your pet can sense this. Emotional farewells are also very difficult for your pet and can create separation anxiety. Please do not feed your dog or give them more than small quantities of water at least four hours prior to arrival time. We cannot over-state how important this is. Boarding is an exciting experience for our guests, which can cause diarrhea or nausea. If this does happen we will treat them accordingly.

### Departure Day:

Please do not feed your pet for at least three hours after you get them home. Give them small amounts of water. They are very excited when they leave here and may gulp their food or water which can cause digestive problems ranging from diarrhea, nausea or life-threatening conditions. Don't be surprised if your pet sleeps a lot the first day or two at home. The home environment is usually very quiet and calm compared to the excitement of lodging. This sleepiness is quite normal. Also, your pet may have barked excessively while lodging. They may experience a minor sore throat accompanied with some coughing. Feel free to call if you have any questions.

### Daily Routine:

At 7:00 am Pet Care Technicians (PCT's) take our canine guest outside for their first potty break. Lodges are cleaned and fresh water and breakfast is served. Next, they are taken back inside to eat and relax. About 11:00 am they are taken out again for a potty break and the PCT's start playtimes. The afternoon potty break begins at 3:00 pm. Lodges are cleaned and fresh water is served. Evening feedings, when requested, are served at 4:00 pm. At 5:30 pm, dogs are taken out for their final potty break of the day. At 6:30 pm, they are returned to their indoor lodges. The lights are then turned off and your pet rests securely until 7:00 am the next morning.

Feline guests are greeted with a smile at 7:00 am. Their day begins with breakfast, fresh bottled water and housekeeping. Some kitties are allowed to hop out for individual excursions into their enclosed living area to scamper about, chase a toy, watch the fish, and some one-on-one kisses with the PCT's.

### Canine Playtimes:

Playtimes last 20 minutes and are conducted in our playroom or outdoors in a securely fenced grassy area. At your request, we offer group or individual playtimes. Intact males and females who are in-heat are never allowed to play in a group. We are glad to play with them individually in our smaller park.

## Doggy Day Camp:

In Doggy Day Camp, your pet will make new friends as they play in a fun, secure, supervised environment. Our facility has a spacious, climate-controlled indoor play room as well as three large outdoor play areas, complete with obstacles, plenty of play toys. During the warmer months, dogs can keep cool while playing on our new "Fountain Mountain" - a large water feature, with fountains, a waterfall, and ponds!

Daycamp is available for both our lodging guests and walk-ins.

## Day Lodging:

Are you coming to Laurel or Billings from out of town? Have an appointment or just need to do some shopping? Don't leave your pet in a hot or cold car! We offer day lodging. These guests relax in a comfortable, secure lodge and are treated to a playtime around mid-day. You pick them up refreshed and happy to share their company on the ride home.

## Health Monitoring:

We are dedicated to the health and well being of your pet. During check in we ask questions about bumps, lumps, bruises, scars or previous illnesses. PLEASE NOTIFY OUR STAFF OF ANY PRE-EXISTING HEALTH PROBLEMS OR ALLERGIES. Each guest is weighed and given a brief pre-entry evaluation by our PCT's. Overall health and well being is continuously monitored. Your pet is re-weighed every three days. Our staff is trained to watch for health problems and to alert their supervisor.

If a problem arises, the PCT will contact AnimaLodge management immediately. If necessary, a veterinarian at Laurel East Pet Hospital will be consulted. We require each owner to provide and updated emergency contact number each time your pet is here. We do require a signed permission form for emergency treatment. Veterinary examinations, consultations and/or treatment will usually result in additional fees at check out.

Should your pet suffer digestive upset (diarrhea or vomiting) we withhold food for a short time to allow their system to "rest". The veterinary staff at Laurel East Pet Hospital will be alerted if digestive upset continues. Because extended diarrhea or vomiting can be serious, medication may be administered under the veterinarian's supervision. Fresh water will always be available.

Many clients of AnimaLodge routinely use the pet health services of other Animal Hospitals. We are happy to coordinate your pet's health needs with your own veterinarian if requested.

## Grooming:

AnimaLodge features a full service professional grooming salon. Please make an appointment for grooming with one of our pet stylists to have your dog or cat groomed during their lodging stay. In order to insure that your pet is groomed exactly the way you want, we ask that you provide detailed instructions at drop off.

We also have a self-service dog wash called "Wash-a-Mutt", which offers all the grooming necessities available to you.

# Prices

Dogs: \$22.00 per day

Roommate: \$20.00 per day

In-Heat female: \$24.00 per day

Intact male: \$24.00 per day

Intact male roommate: \$22.00 per day

Cats: \$12.50 per day

Roommate: \$11.50 per day

Playtimes: \$10.00 per playtime (20 min.)

Day Camp for lodgers: \$11.50 (4 hours)

Stuffed Kong Toy: \$2.00

Medications: \$1.50 per administration

Doggy Day Camp:

\*\$20.00 full day (5 hours or more)

\*\$12.00 Half day (less than 5 hours)

Wash-A-Mutt: \$12.00 for one half hour

Boarding charges are by the day. You will be charged for the day the pet is checked in regardless of your arrival time. On the day of departure, if your pet leaves before 2pm, there is no charge for that day. Another day of boarding is added after 2pm. There is always a charge on Sunday for our courtesy pick up day., 2:30pm – 7:00pm

**Payment is due upon check in.**

Picking up “out of hours” is by a pre-arranged appointment only. An additional fee will apply