



EBENEZER ANIMAL HOSPITAL, P.A.

BOARDING POLICIES

Thank you for allowing your pet to vacation with us while you are away. Please read the following policies concerning boarding here at EAH. If you have any questions please feel free to contact one of our staff members.

1. Certain vaccines are required for boarding. These vaccines include Canine Distemper/Parvo, Rabies, Bordatella for dogs, and Feline Distemper/Resp. Complex, and Rabies for cats. All animals boarding must have a yearly exam by a veterinarian as well. A receptionist will alert you if any vaccines or exams are due. If so, verification must be received from another hospital or your pet will receive the needed vaccines or exam while here.
2. As we have a large number of animals boarding, we unfortunately cannot accept personal items such as toys, beds, blankets, etc. In order to ensure that your pets “prized” possessions are not lost or destroyed, we prefer that you keep them at home so that they may return to find them safe and sound. We have a large number of our own toys and blankets that will be provided to your pet to create a more comfortable environment during their stay.
3. As always, personal food is allowed but not required. We serve Purina EN Dog food (a specially formulated kennel diet) and Purina Cat Chow that we will be happy to feed if you so choose. If you decide to bring your pet’s food from home please provide us with feeding instructions. *Note: Some animals become nervous while boarding and do not eat as much as they would in the comfort of their own home. Do not become alarmed if more food is returned to you than you first expected. Our staff is diligent in making sure the animals eating habits are healthy. If it appears that your animal is refusing to eat, the doctor on duty will be alerted.*
4. All collars and leashes should be returned to you when dropping off your pet for boarding. Collars may get stuck in the kennel door or grate causing a health hazard to your pet. For this reason, we ask that you keep your collar and leash until you return. If someone else will be picking up your pet from boarding and you are unable to get the collar and leash to them, we would be happy to provide a slip lead for their use.
5. If you know that your pet becomes destructive while you are away, it may be best to alert a staff member when dropping off so that we do not place anything in with the animal. Shredding and ingesting blankets or toys may become a health hazard to your pet. As always, we will keep an eye on all of our visiting animals for such behavior and correct the problem as soon as possible.
6. All visitations or kennel tours must be between the hours of 11 a.m. and 3 p.m., as our staff will be busy cleaning, feeding, and walking the animals in the facility at all other times.
7. Pets are to be picked up from boarding after 2 p.m. on the date of departure. As animals tend to have an odor after multiple days boarding, any departures before

that time cannot be guaranteed to be clean and odor free. If there will be a delay in the intended departure date, you must alert a staff member as to the new date so that we may take appropriate action for your pet's continued stay.

8. If you have decided to provide your pet with any VIP services please note the following:
 - a. Playtimes- We will make all possible attempts to determine what your pet wants during their 15 minutes of personal attention (i.e., fetch, brushing, petting in a staff members lap). If it becomes apparent to the staff that your pet does not like the one on one attention or becomes uncomfortable during this time, we will discontinue the playtimes, cancel the remaining charges, and alert you at departure so that you can decide whether to purchase playtimes in the future. *If your animal is aggressive, we cannot provide the one on one attention required for playtimes. If this is the case, we will alert you when you return.*
 - b. Fleece Bedding- The bedding in this case is a comfortable fleece topped blanket. Most animals enjoy having something soft to lie on during their stay. However, some dogs may become anxious in a new environment and begin to chew on or destroy things left in their cage. If this happens we will discontinue placing the fleece bedding in with your pet and alert you at pick up.
 - c. Natural Diet- The diet for this service is Innova, a high end pet food with all natural ingredients. The change in diet is typically easy on the pet and most animals find the Innova very palatable. However, if we notice that your pet's digestive system is disturbed by the change the doctor on duty will be alerted and appropriate action will be taken. If you know that your pet has a "picky stomach," it may be best to provide your own food. If you find that the Innova was well liked by your pet, full bags are available for purchase (Dog, Senior Dog, and Lite Cat).
9. Our staff members are always willing to give updates on your animals while they are staying with us. Please feel free to call us at 803-366-1950 or if out of town, 888-366-1950, during normal business hours.
10. It is extremely important that a valid phone number is left with us during your pet's stay. The number should be one that you, or someone who can make decisions regarding your pet's healthcare, can be reached at all times. In case of an emergency we will need to contact you regarding treatment. If we are unable to contact you, we will refer to the gold Boarding Agreement signed on your first boarding visit for treatment authorization.
11. Payment of all charges is required before your animal will be released from boarding. Please plan appropriately when returning to our facility for pick up.

Again thank you for trusting us with your pet's care. We at EAH understand what an integral part animal's play in your family and feel that each patient is a part of our family as well. We strive to provide the best care possible each time you and your companion enter our facility. We hope that you find comfort in knowing that your pet is under our care while you are away.