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## Canine Boarding Agreement-Suites

ARRIVAL DATE:

DEPARTURE DATE:

Client Name:

Species:

Breed:

Telephone:

Patient Name:

Sex:

Colour:

Weight:

Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Bus Phone \_\_\_\_\_ Cell \_\_\_\_\_

E-mail address: \_\_\_\_\_

Phone Number when away: \_\_\_\_\_

### Vaccination Policy

For the protection of all boarders and to prevent disease while your pet is in our care, dogs must be up to date on **rabies, distemper combination (DAP) and bordetella** (kennel cough) vaccinations. The vaccinations must have been administered by a veterinarian and it is the responsibility of the owner to provide proof of vaccination history for each animal boarding by providing a signed vaccination certificate if they are not a regular client of MVVH. Animals whose vaccines are not up to date must be vaccinated by MVVH or their regular veterinarian prior to admittance and at the owner's expense or they **will not be allowed to board**. To insure the protection of all pets under our care, the above vaccinations must be up to date and preferably given 5 days prior to boarding.

Regular Client of MVVH  Vaccine History Reviewed

Non-Client  Signed Vaccine Certificate Provided

**\*\*\*Owner understands that even if Owner's dog(s) is vaccinated against Kennel Cough (Bordetella), there is a chance that the Owner's dog can still contract Kennel Cough or another illness (such as stress diarrhea) during their stay at MVVH. Owner specifically agrees that MVVH shall in no way be responsible should owner's dog contract Kennel Cough or another illness while in the care of MVVH. \_\_\_\_\_ (initials)**

**Parasite Control**

All dogs must be on a veterinarian prescribed flea preventative medication (such as **Advantage, Revolution, Advantage Multi, Sentinel etc.**) prior to admittance. If this is not the case, a tube of **Advantage** will be applied to the pet, appropriate to the pet’s weight, and **will be charged to the client’s account**. This must be applied on a monthly basis as required during the pet’s stay.

Gastric upset (vomiting and/or diarrhea) is a common problem in pets that are boarded in boarding facilities. This may be due to stress or eating a different diet but may also occur due to internal parasites or emerging underlying illness. All pets boarding at MVVH that develop diarrhea during their stay will have a routine in house fecal test run to screen for the possibility of internal parasites. This test will **be charged to owner’s account**. The diarrhea will then be treated appropriately with a deworming medication if required or through symptomatic treatment of limiting diet fro 24hrs and giving a medication to treat diarrhea such as Tylosin or Metronidazole . These medications **will be charged to owner’s account** and may be sent home with the pet upon discharge if required. More serious gastric/intestinal upsets may require further diagnostics (see Medical Illness Policy)

**Pet Currently on Flea Preventative:**    yes                      no

**Name of Flea Preventative:**

**Date Last Applied:**

**Advantage to be Applied While here:**    yes                      no

**Medical Illness Policy**

One of the advantages of boarding your pet(s) at a veterinary hospital is that medical attention is readily available should the need arise. Should your pet become ill or is injured we will call the emergency numbers you have provided regarding your pet’s symptoms, treatments options and an estimate of additional costs. However, if the owner or their authorized agent cannot be reached, **please indicate your wishes below** should your animal require treatment to relieve immediate discomfort or resolve an important medical condition. If it will be difficult to reach you during your pet’s stay at MVVH, please provide us with the names and phone numbers of persons authorized to act as your agent during your pet’s stay.

**\*\*\*Please perform whatever services the doctor deems necessary for the best care of my pet until I or my authorized agent can be reached. I authorize up to the following amount:**

\$300.00 \_\_\_\_\_ \$500.00 \_\_\_\_\_ \$1000.00 \_\_\_\_\_ Unlimited \_\_\_\_\_

**\*\*\*I hereby authorize the following person(s) to act as my agent(s) should the need for medical care arise during my pet’s stay at MVVH and I am unable to be reached. I understand that I shall be fully responsible for any medical care authorized by either myself or any authorized agent: (initials)**

\_\_\_\_\_.

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

**OR**

**\*\*\*Do not administer any medical treatment until specific authorization is given by the owner or their authorized agent. (initials) \_\_\_\_\_.**

**Permission for Transport**

Since MVVH is not staffed with a veterinarian 24 hours a day, afterhours emergencies are routinely handled by Huronia Veterinary Emergency Clinic, a fully staffed afterhours clinic which handles emergencies out of regular office hours. Kennel staff are present in the hospital to care for boarders so that they get three walks daily, breakfast and dinner, and a snack at lunch time. Linens are changed daily. There is a period of time that the hospital is unattended over the evening. The hospital is locked and an alarm system armed. In the rare event that a kennel staff member detects that a pet who is boarding at MVVH is severely ill, all effort will be made to contact a MVVH veterinarian out of hours. In the **extremely rare** event that a MVVH veterinarian can not be contacted and the pet is deemed to be in extreme danger, the above wishes regarding contact numbers and spending limits will be reviewed, and if deemed appropriate, the pet will be transported to Huronia Veterinary Emergency Clinic for assessment. Owner will be held responsible for the cost of transporting the pet to and from the emergency hospital along with cost of medical treatment.

**\*\*\*I authorize the transportation of my pet to Huronia Veterinary Emergency Clinic in the rare event that an MVVH veterinarian can not be contacted first and that my pet is deemed to be in extreme medical danger. I understand the cost of transportation and treatment will be charged to my account. (initials) \_\_\_\_\_.**

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**\*\*\*General Information (to be filled out by Owner)**

Has your dog ever exhibited aggressive/possessive behaviour with:

People: \_\_\_\_\_ Toys: \_\_\_\_\_ Food: \_\_\_\_\_ Other Dogs: \_\_\_\_\_

If yes, please explain: \_\_\_\_\_

Is there anything in particular that frightens your dog? \_\_\_\_\_

Does your dog have exercise limitations? \_\_\_\_\_

Has your dog ever had a bath? \_\_\_\_\_ If yes, how did he/she react? \_\_\_\_\_

Has your dog ever bitten anyone? \_\_\_\_\_ If yes, please explain \_\_\_\_\_

Please share any additional information that may be helpful to our staff in providing the best possible care and enjoyable stay for your pet at MVVH Boarding Suites:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Diet:**

All pets boarded at MVVH will be provided breakfast and dinner, as well as a snack at lunchtime. Appetite and bathroom habits will be recorded on a daily basis. We use high quality Medi-Cal diets in our hospital as well as in our boarding patients. You may also provide your pet's regular diet if you wish.

Feed In House Diet: \_\_\_\_\_

Feed Diet Provided by Owner: \_\_\_\_\_

Any Special Feeding Instructions: \_\_\_\_\_

**Medical Information:**

Oral and topical medications will be administered at no additional cost to our boarders at MVVH. Pets requiring insulin injections will be charged an additional \$4.00 per day. Please list below any medication(s) that your pet will require during his/her stay:

Name of Medication	Reason for Use	Frequency
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Special Instructions for administering medication? \_\_\_\_\_

Has your dog ever had a seizure? \_\_\_\_\_ If yes, last seizure date: \_\_\_\_\_

Has your dog been ill in the last 30 days? \_\_\_\_\_

Any Medical/Health Concerns? \_\_\_\_\_

**Medical or Other Procedures to be performed while your pet is boarding: Check any that apply (an appropriate charge will be applied to client's account)**

Physical Examination by Veterinarian \_\_\_\_\_

Microchip Implant \_\_\_\_\_

Vaccination \_\_\_\_\_

Nail Trim \_\_\_\_\_

Routine/Senior Wellness Profile (blood screen and urinalysis) \_\_\_\_\_

Heartworm Test \_\_\_\_\_

Routine Fecal Check \_\_\_\_\_

Urinalysis \_\_\_\_\_

Ear Cleaning/Flush \_\_\_\_\_

Anal Gland Expression \_\_\_\_\_

Dog Bath (short hair dogs) \_\_\_\_\_

Dog Bath and Brush (long hair dogs) \_\_\_\_\_

Other: \_\_\_\_\_

## Disclaimers & Additional Provisions

- (1) Standard precautions will be used against the injury, escape, or death of this pet. The clinic and staff will not be held responsible for injuries that occur, provided standard care and precautions have been followed as determined at the sole discretion of MVVH. In no event shall MVVH be liable for illnesses that arise during Owner's pet's stay or after Owner's pet has left the facility.
- (2) Owner understands and agrees that the Owner is solely responsible for any harm caused by Owner's dog(s) while attending or boarding at MVVH. Owner further understands and agrees that in admitting Owner's dog to MVVH all health and behaviour problems have been fully disclosed to the best of owner's knowledge. A handling charge will be assessed for any aggressive animals.
- (3) MVVH reserves the right to refuse to accept a pet if at Check-in it appears to us, in our sole discretion, that such a pet is sick or that its behavior could jeopardize the health or safety of other pets or our staff.
- (4) MVVH reserves the right to not allow any pet from boarding in the facility if the pet displays aggressive behavior toward staff or other boarders, is difficult to handle, disrupts other boarders or shows any other unacceptable behaviour.
- (5) Owner agrees and understands that there are inherent risks of illness or injury when dealing with animals and humans in a group situation. Pets will be housed in their own suites and will not intermingle with other boarders (except for those that are housed together from the same household) however, in some circumstances, they may be exposed to each other when passing by or being walked. Such risks include, but are not limited to: problems associated with rough play, such as bite wounds and scratches, kennel cough or other illness, and in rare instances death. Owner understands and agrees that under no circumstances shall MVVH be responsible for illness or injury to pets that may come into contact with other boarders in the facility.
- (6) Owner understands that any health or behaviour problems that develop during their stay at MVVH will be handled and treated as deemed appropriate by the employees at MVVH and owner agrees to assume full financial responsibility for any and all expenses arising or relating thereto, subject to stipulations set forth in the Medical/Illness policy above.
- (7) Owner understands and agrees to the charges for boarding at MVVH. Prices are based similar as to how a hotel would charge, therefore we charge per night's stay. Check-in and Check-out times are based on our hospital's regular operating hours and for security reasons we will not be offering check-in or check-out times after 12pm on Saturdays, during Sunday or during Statutory Holidays. During these times, kennel staff will be dealing 100% of their time with boarders, and no office or administrative staff will be present to deal with settling accounts and discharges. **Check-in time:** between 8:30am and 5:30pm Mon-Fri, between 8:30-11:30am Sat **Check-out time:** Before 12 noon the scheduled day of check- out. If a desired check out day lands on a day when we are not normally in the office, the check out day will be the next business day before 12 noon.
- (8) If pet is not checked out before 12 noon on the day of scheduled pick up, the Owner will be charged and be responsible for paying for 50% of the regular boarding fee for that day. If pet stays overnight, a whole day fee will be applied.
- (9) Check-in and Check-out times are based on our hospital's regular operating hours. Pets will not be admitted or discharged outside of these operating hours unless it can be arranged for a staff member to do so. If such the case, the client will be charged \$15.00 for this type of arrangement. If the client does not show until regular office hours and if prior arrangements had been made for pick up or discharge outside of office hours, the client will still be responsible for the \$15.00 fee.
- (10) In the event that the pet(s) referred to above is not claimed by the person giving this consent within 10 days from the end of the set boarding discharge date, the pet shall be deemed abandoned, and the hospital shall be entitled to transfer the pet to an animal shelter or a third party owner. The hospital waives its lien rights under the Repair and Storage Liens Act.

- (11) Bill 132 in the Dog Owners' Liability Act (DOLA) requires that owners of restricted Pit Bull Terriers, Staffordshire Bull Terriers, American Staffordshire Terriers, American Pit Bull Terriers or a dog that has an appearance and physical characteristics substantially similar to any of the above must be leashed and muzzled in public, and spayed and neutered. Provided such dogs are of good temperament, MVVH will board such pets but the hospital will abide by the current law by having the pet muzzled when out of his/her boarding suite and when present in other areas of the hospital. It is the responsibility of the owner to provide a suitable muzzle for this purpose. A basket type muzzle is preferable as this allow the pet to pant and breathe properly while being worn while it is being worn.
- (12) All charges incurred by the Owner under this agreement shall be due and payable in full upon pick up of the pet. Owner agrees that the pet shall not leave MVVH until such time as all charges incurred by the Owner have been paid in full to MVVH.

**Cancellation Policy:** MVVH boarding suites has a 24hr cancellation policy for boarding and a 7 day cancellation policy for boarding on all holidays recognized by the Canadian Postal Service. If you do not cancel your reservation in accordance with our cancellation policy, you will be charged 1 day boarding fee. A credit card (Visa or Master Card) is required to book the reservation. Please understand that space can be high demand, especially during holiday times, and that we strictly follow our cancellation policy. Cancellation fees will be charged to the credit card on file.

**I have read, understand and agree to all provision of this agreement.** I fully intend to pick up my pet on the above specified date. If circumstances change I will notify MVVH of the new pick up date and assume responsibility for any additional charges incurred. MVVH will not be held responsible for loss of personal items during my pet's stay.

Date: \_\_\_\_\_ SIGNATURE(Owner/Agent for Pet): \_\_\_\_\_