



Inn Guest Policies

For your pet's as well as other guest's safety and comfort we require the following healthcare measures be current at the time of check-in. Any outstanding care will be updated upon your pet's arrival and added to their charges. These requirements have been instituted in accordance with progressive guidelines set forth by leaders in the veterinary profession.

Vaccinations:

Dogs:

DHPP every 3 years
(yearly protective titers may be accepted)
Bordetella every year (Injectable form)
or every six months (Intranasal form)
Rabies every 3 years in accordance with state law

Cats:

FVRCP every 3 years
Rabies every year or every 3 years
in accordance with state law

DHPP and FVRCP must be boosted one year after the initial puppy and kitten series, respectively

Testing:

Dogs:

Negative heartworm check (every year)
Fecal exam free of parasites (every year)

Cats:

Fecal exam free of parasites (every year if your cat goes outdoors)
Negative FeLV and FIV testing once

Parasite prevention:

Dogs:

- Heartworm preventative monthly year-round with an approved product: Heartgard Plus, Interceptor, Sentinel, Revolution, Iverhart Plus/Max (Proof of Purchase Required)
- We strongly recommend flea/tick preventative monthly year-round with an approved product: Frontline Plus, Advantix, Promeris. (Proof of Purchase Required) However, if your pet is not in compliance with this recommendation, an application of Frontline Plus will be administered to your pet upon check-in at your expense.
- Drontal Plus or Panacur yearly

Cats:

- Heartworm preventative and flea/tick preventative monthly year-round with approved products (Heartgard and Frontline Plus or Revolution) if your cat goes outdoors (Proof of Purchase Required)
- Drontal Plus or Strongid yearly if your cat goes outdoors

Your pet will be checked for fleas and other parasites when they check in. Evidence of external or internal parasites will be treated at your expense. All Guests will be administered the appropriate dose of Capstar upon check in to the Inn.

Age and Surgical Requirements:

Puppies and kittens must be at least 16 weeks old to stay at The Inn at Carpenter Animal Hospital.
Dogs and cats must be spayed or neutered by the age of 9 months.

Bedding:

Villa guests will be treated to Pipe Dream™ Beds (one per villa). All other canine guests will enjoy Slumber Pet™ Snuggle Beds unless their accommodations are upgraded. Cat guests will be provided with fleece resting benches unless upgraded to Slumber Pet™ Snuggle Beds. Damage or destruction of bedding will result in its removal at our discretion.

Room Service:

We feed Purina EN in the Inn. If your pet has a sensitive stomach or food allergies, please bring just enough of

your pet's own food for the duration of their stay in a sealed container labeled with your pet's name. There is an additional charge for feeding a prescription diet a guest has not brought with them.

Occupancy:

Villas may accommodate up to 3 guests or a combined guest body weight of up to 175 lbs. Bungalows may accommodate up to 2 guests or a combined guest body weight of up to 140 lbs. Premier and Cozy Cottages may accommodate one guest with a maximum body weight of 75 lbs. or 25 lbs. respectively. Cat Cottages can accommodate 1 guest each. Twin and Triplet Suites may be shared accordingly.

Medications:

All medication must be in their original bottles dispensed by a veterinarian or pharmacy. The bottle(s) must be clearly labeled with the prescribing veterinarian's name, the pet's name, the name of the medication, and current dosage. There is an additional charge for medication administration.

Luggage:

As our guest, your pet will be provided with bedding and bowls. Any additional toys or articles left with your pet will not be laundered and could possibly be lost or damaged. We reserve the right to remove your pet's items until check-out for their safety.

Group Recreation Time (Dogs)

All dogs will be treated to group recreation time three times a day (weather permitting). This time consists of groups of similarly sized dogs enjoying outdoor exercise time together in our canine courtyard. Please inform an Innkeeper at Check-In if your dog is fearful, dog aggressive, or has a medical condition such as moderate to severe arthritis that would prevent them or their friends from enjoying group recreation time together. Dogs who cannot participate will be allowed time outdoors without other dogs. Participation in group recreation time, once authorized by you, is solely at the discretion of the doctors and staff of The Inn at Carpenter Animal Hospital.

Medical Care:

Most of our Guests participate in group play. There is a small, inherent risk of injury when dogs interact in groups. By initialing that you authorize us to involve your pet in group recreation time at Carpenter Animal Hospital, you are accepting this risk and agreeing to be financially responsible for any evaluation and/or treatment that may be required for your pet as a result of canine group play. In addition, any costs incurred for the evaluation and/or treatment of an illness or other medical problem occurring during or after an Inn stay is your responsibility.

Hours:

7:30 AM to 6:00 PM Monday through Friday and 8:30 AM to 12:00 PM Saturday.

Please check-in at least 30 minutes prior to closing so your pet will have ample time to settle in.

Check-Out:

Like a hotel or inn, our check-out time is 12:00 PM Monday through Saturday. Check-out by 12:00 PM will not result in a charge for that day. Check-out between 12:00 PM and 3:00 PM will incur a ½ day charge. Check-out after 3:00 PM will result in a full day's charge. Pets receiving baths scheduled by their owners must be picked up between 4:00 and 5:00 PM and will not incur an additional day's charge. There is no check-out after 12:00 PM on Saturday.

Pets Who Become Soiled:

Pets who have an accident while staying overnight or who otherwise become soiled will receive a spruce up bath. The need for an unscheduled spruce up bath is at the sole discretion of the Innkeepers at the Inn at Carpenter Animal Hospital. Please understand that we must pass this additional expense on to you.

Payment Structure:

A deposit for reservations is due when the reservation is made. Payment is expected upon check-out for the balance of your pet's stay and any upgrades or services rendered. Cancellation within 48 hours of a reservation or failure to check-in will result in forfeiture of the deposit. We must be informed during your pet's stay if your plans change at least 48 hours prior to your pet's scheduled check-out. If your pet does not depart as scheduled, charges for the extra stay will be incurred. Additionally, a daily surcharge may be added if the Inn becomes overbooked as a result of an unscheduled stay.



Daycare Policies

For your pet's as well as other members' safety and comfort we require that your dog be social and the following healthcare measures be current for Daycare at the Carpenter Canine Club.

Vaccinations:

DHPP every 3 years
(yearly protective titers may be accepted)
DHPP must be boosted one year after the initial puppy series
Bordetella every year (Injectable form)
or every six months (Intranasal form)
Rabies every 3 years in accordance with state law

Testing:

Negative heartworm check every year
Fecal exam free of parasites every year

Parasite prevention:

Monthly heartworm and flea/tick preventative with approved products ******(Proof of Purchase required)
Drontal Plus or Panacur yearly

Your pet will be examined for fleas and other parasites when they check in. Evidence of external or internal parasites will be treated at your expense.

Age and Surgical Requirements:

Puppies must be at least 16 weeks old and have completed their initial series of immunizations to participate in Daycare at The Carpenter Canine Club. All Members must be spayed or neutered by the age of 9 months.

Belongings:

No food or toys will be accepted for Members of The Club. If your dog requires medication that is administered more than twice a day, this service is available for an additional fee. Gourmet midday snacks are available.

Activities

Members will enjoy a morning romp with their friends and an Innkeeper followed by a midmorning nap. They will be treated to recreation time again around noon and will then have time to savor midday snacks (if previous arrangements have been made) during rest time in their rooms. Members will be invited to revel in the canine courtyard once again before their parents arrive. Outdoor activities include fetching tennis balls and/or sticks, basking, frolicking in the splash pool, exploring, or just socializing with their friends.

Hours:

Daycare at The Carpenter Canine Club is by appointment only. Please arrive between 7:30 and 9:00 AM and pick up your pet between 4:30 and 6:00 PM. Members still present after 6:00 PM will be checked in to our Inn for the night and will incur charges for a night's stay in addition to the Daycare rate.

Payment Structure:

Payment is expected when your pet is dropped off with us. You may pre-purchase a package rate for 10 or more scheduled visits if you wish. There are no refunds for missed days or cancellations. Refunds will be issued if we cancel for inclement weather.

Medical Care:

Daycare is a group activity. There is a small, inherent risk of injury when dogs interact in groups. By enrolling your dog in daycare at Carpenter Animal Hospital, you are accepting this risk and agreeing to be financially responsible for any evaluation and/or treatment that may be required for your pet as a result of canine group play. In addition, any costs incurred for the evaluation and/or treatment of an illness or other medical problem occurring during or after daycare is your responsibility.

******Approved heartworm preventatives: Heartgard Plus, Interceptor, Sentinel, Revolution, Iverhart Plus/Max

******Approved flea and tick preventatives: Frontline Plus, Advantix, Promeris



Guest and Daycare Registration

Owner Information

Name(s) _____

Home phone _____ Other phone _____

Local Emergency Contact

Name _____ Relationship _____

Home phone _____ Other phone _____

Please provide the name and phone number of the person to which you would like your pet released in the event of an emergency. Name _____ Phone _____

Guest Information

Name _____ Species Canine /Feline Breed _____

DOB _____ Gender M /F Spayed/Neutered? Y /N Color _____

Brand of monthly heartworm preventative _____
(ie. Heartgard, Interceptor, Sentinel...)

Brand of monthly flea/tick preventative _____
(ie. Frontline, Revolution, Advantage...)

Cats only: Does your cat spend time outdoors? Y /N

Does your pet get along with other dogs? Y /N Cats? Y /N

If no, please explain _____

Does your pet exhibit aggression toward other animals? Y /N People? Y /N

If yes, please explain _____

Does your pet have any medical conditions we need to be aware of, such as diabetes, seizures, arthritis, anxiety, or fearfulness?

Y /N

If yes, please explain _____

Is there anything else we should know about your pet?

Daycare Members: I have read and agree to comply with the Daycare policies set forth by Carpenter Animal Hospital.

Signature

Date