

Bradford Hills VETERINARY HOSPITAL



Pet Hotel & Grooming Salon

Welcome to Bradford Hills Pet Hotel, where your pets are treated as part of our family! Relax on your time away and know that your pets are in good hands.

Your Pet's Stay at Bradford Hills: Bradford Hills Pet Hotel will provide your pet with a clean, safe, and properly enclosed boarding environment, and will regularly feed and exercise your pet in accordance with your reasonable instructions. Your pet will not be removed from the Bradford Hills premises except with your prior consent or in the case of an emergency. Standard precautions will be used against the injury, escape, or death of pets. Bradford Hills Pet Hotel will not be held responsible for injuries that occur, provided that standard care and precautions have been followed as determined at the sole discretion of Bradford Hills. Bradford Hills provides bedding for all pets during their stay with us. Owners may leave bedding and toys at their own risk. Bradford Hills will launder any soiled or wet bedding and toys. We do not guarantee the return of any items left for a pet's stay and will not replace any lost items.

Payment for Services: All fees and expenses start accruing when your pet checks in at the hotel. Pets picked up prior to 1pm Monday through Saturday will not be charged for that boarding day.

A **\$25.75 Concierge fee** plus the price of the food will be charged if your pet runs out of food while staying with us.

A **\$20.50 Difficult Pet fee** will be charged **per day** if the pet is deemed aggressive, fearful, room aggressive, shows signs of resource guarding or needs multiple staff member to carry. Management will determine this on a case by case basis.

An **additional \$5.25 Difficult Diabetic/Medication fee** will be charged per day for pets that require repeated assistance with the administration of insulin or medication.

An **additional \$10.00 Extensive Medication fee** will be charged per day for pets that require 5 or more medications/supplements administered daily.

Payment in full is due when your pet is picked up, unless other arrangements have been made with Bradford Hills Pet Hotel.

If your pet is not claimed within (10) days of its scheduled pick-up date, Bradford Hills Pet Hotel reserves the right to exercise any and all remedies available.

You agree to properly notify Bradford Hills Pet Hotel of any change in the scheduled drop off date of your pet and agree to promptly notify Bradford Hills Pet Hotel of any change in the scheduled pick-up date of your pet and agree to be responsible for and pay any additional charges incurred as a result of this change.

Holiday reservations canceled less than 72 hours before the holiday will be charged \$25 cancellation fee.

Drop off and pick up times are as follows: (off hours drop off or pick-up will be charged \$43 per pet plus the next day boarding rates. NO pets will be released between 10 pm and 6 am.)

Drop Off: **Monday** thru **Friday** 7am to 7pm, **Saturday** 8am to 1pm, **Sunday** 2pm to 7pm

Pick up: **Monday** thru **Friday** 7am to 8pm, **Saturday** 8am to 1pm, **Sunday** 2pm to 7pm

Vaccination Requirements: For the safety of your pet, our other guests and our hotel staff, dog and cat guests **are required** to have the following vaccines at least 7 days prior to their stay:

- **Canine Guests** must be up-to-date on DHPP, rabies, bordetella, and canine influenza vaccines
- **Feline Guests** must be up-to-date on FVRCP and rabies vaccines
- **All Guests** must have a negative fecal examination within 6 months of boarding. If your pet has not had a sample checked recently, a sample will be tested through Bradford Hills Veterinary Hospital (cost \$43). Any samples that are positive for parasites and/or bacteria will be treated at the owner's expense and the pet will be boarded in our isolation wing at an additional fee of \$10.50 per day.
- **Ferrets** must be up-to-date on rabies vaccine.

It is the responsibility of the owner to know what vaccines their pet is due for and to get the vaccines administered at least 7 days before drop off. It is also the owner's responsibility to supply copies of the updated vaccine records from their veterinarian if they are not Bradford Hills Veterinary clients.

Medical Treatment Policy: If your pet is on chronic medication, the fee is \$3.60 to administer vitamins and supplements, eats more than 3 meals or has special feeding times or instructions, \$6.00 per day to administer prescription medication and \$10.00 a day to administer diabetic medications, subcutaneous fluids, extensive medications or pets that need additional support to walk or have their bladders expressed. Additional fees may apply for difficult pets. Medication **MUST** be provided in it's original container from the pharmacy. If it is a prescription medication, the container should include the pet's name, medication name, prescribing veterinarian, and prescribing instructions. **Your pet will not be allowed to board if you do not provide their medication.**

Our goal is to provide the best care possible for your pets. If **a medical issue arises with your pet (i.e. vomiting, diarrhea, etc.) an exam (\$61) will be performed by a veterinarian through Bradford Hills Veterinary Hospital during regular business hours and we will attempt to contact you regarding our findings and recommended treatment. If unable to contact you or the emergency contact, it will be up to the doctor on duty's discretion as to whether the treatment can be postponed until we can reach you. The exam fee and any charges incurred as a result of the medical issue will be added to your invoice at time of pickup.** _____ (Owner's Initials)

In the event of an after-hours medical emergency, your pet will be taken to PVSEC (Pittsburgh Veterinary Specialty & Emergency Center) and all fees incurred will be the responsibility of the pet owner. We ask that you provide us with an emergency contact phone number that we can reach in the event of an emergency. If your vacation/business trip takes you out of the country, are on a cruise, etc., we ask that you leave a secured form of payment with us. _____ (Owner's Initials)

In order to provide optimal care for your pet, we want to be prepared in the event of an unlikely emergency if your pet were to become critical. For that reason we recommend you choose ONE of the following options: (Initial) *These costs did not include the required exam fees.

___ Perform CPR – including medications. (~\$100-\$250)*

___ Aide humanely but do not use CPR. May include humane euthanasia if patient is suffering (~\$100-\$150)*

___ NO CPR, allow to pass naturally.*

Please note, full CPR and medications as well as humane euthanasia will only be performed by a veterinarian during Bradford Hills Veterinary Hospital business hours or at PVSEC by a veterinarian.

Emergency Contact: Name: _____ Number: _____

Pet Medical Issues: _____

Allergies: _____

Changes to a pet's routine may cause mild gastrointestinal abnormalities (diarrhea). If diarrhea is noted with your pet, Bradford Hills Pet Hotel will treat with probiotics (FortiFlora), a natural anti-diarrhea supplement (Endosorb), and a bland diet of prescription I/D (cost \$3.60 per day). If no improvement is noted within 24 to 48 hours, the owner/emergency contact will be notified, a fecal examination performed, an examination by one of our veterinarians at Bradford Hills Veterinary Hospital, and appropriate medications administered.

Boarding and changes to your pet's routine can cause stress and anxiety. If anxiety is noted in you pet, we will make every effort to contact the owner or emergency contact. Bradford Hill Pet Hotel will treat with a daily non-sedating nutritional supplement, Zylkene (cost \$3.60 per day). We reserve the right to have your pet seen by one of our veterinaries (Adult Wellness Exam \$54.00) and to follow their recommendations for environmental changes or a medication plan to make your pet's stay more comfortable (additional charges are the responsibility of the owner). In extreme cases, arrangements may be required to have the pet picked up from the hotel.

We recommend all pets with medical issues or on prescription medication to be seen either prior to the boarding stay or during the boarding stay by one of our vets at a discounted office visit fee so we are familiar with the health and condition of your pet.

Initial here _____ if you would like a veterinary exam while your pet is boarded for a pre-boarding exam fee of \$46, and if you consent to BHVH contacting your regular veterinarian for a copy of your pet's health records. Veterinarian name _____ Phone # _____

Bradford Hills Pet Hotel and Grooming Salon reserves the right to refuse service for any reason.

The undersigned specifically represents that he or she is the owner of the pet(s) that are brought to Bradford Hills Pet Hotel for services or that the undersigned has been authorized by the owner of the pet(s) to enter into the Agreement as the authorized agent of the owner.

Owner/Agent Signature _____ **Date:** _____

Witness/BHPH Staff Signature: _____ **Date:** _____

Bradford Hills Pet Hotel *13055 Perry Highway*Wexford, PA 15090*

www.bhpethotel.net

Phone 724-935-6321 / Fax 724-935-5817

Email: clientcare@bhpethotel.net