



Heart of Ankeny Boarding Policies

Date of signature: 01/22/2020

*This signed form will be valid for one calendar year from the date signed

1. All pets staying in the hospital are required to be current on vaccinations and must have screened negative for intestinal parasites within the last 6 months. Dogs require DAPP, Bordetella, and Rabies vaccines while cats require FVRCP and Rabies vaccines.
2. All pets staying are required to be current on flea and tick prevention. Any pet found to have external or internal parasites while in our care will be treated at the owner's expense. Remember that we are a veterinary hospital as well, and cannot guarantee that all pets that enter our building are free from parasites. Please note that if your pet is NOT up to date on prevention we cannot guarantee that they will be remain parasite free during their stay.
3. All boarding and daycare clients are required to keep a current credit or debit card on file. This card will be securely stored and used to handle any medical needs that may arise, to pay for extended stay fees if your pet stays past his/her scheduled pick up time, to pay for "No Show" and late cancellation fees if they should occur, or to use for prepayment of boarding reservations when necessary (see #5 below).
4. **All boarding reservations require at least 48 hours notice for cancellation.** Any boarding reservation that cancels less than 48 hours from their stay will be charged a late cancel fee of \$25. If you are scheduled during a high demand time (see #8 below) you will forfeit your \$50 deposit in place of this fee. Any "no-show" to a boarding reservation will require a \$50 deposit for ANY future reservations (high demand or not). Any daycare reservation that is cancelled less than 24 hours from their stay, or that "no-shows" to their reservation will be charged the full fee for their daycare reservation that day.
5. If you are picking up or dropping off your pet outside of office hours you will need to make arrangements with our staff. We offer drop off or pick up on NON-business days at 8am, 12pm, or 6pm. Drop off or pick up at any other time outside of office hours will not be accommodated. Drop offs and pick ups are NOT allowed on holidays.
6. Payment for boarding services is due in full at time of drop off. If you plan on dropping your pet off outside of our regular office hours, prepayment is required. You may take care of this payment however you wish. If you have not taken care of payment by the end of business hours the final business day before your stay, then your credit card on file will be charged for your pet's stay.
7. If you pick up 24 hours or more before your pet's scheduled pick up time, a refund will be issued to the card on file. **Refunds will not be awarded for pick ups less than 24 hours early.** If you refuse to keep a card on file, then you agree that you forfeit any early pick up refunds.
8. **The following high demand periods will require a \$50 deposit to hold your boarding reservation :** Spring Break, Summer, Thanksgiving, Christmas, and New Years. Specific dates vary from year to year, and are available at your request. **This deposit will be applied towards the fees for your stay, but is NON refundable unless your stay is cancelled more than 48 hours in advance. Refunds will NOT be given for early pick ups during Spring Break, Thanksgiving, Christmas, & New Years periods.**
9. All reasonable precautions will be taken to prevent injury and escape of your pet. Heart of Ankeny is not responsible for the actions of your pet that may cause injury or escape.
9. Photo release: I agree to allow **Heart of Ankeny Animal Hospital** to use Miscellaneous Pet - Canine and any images or likeness of my Miscellaneous Pet - Canine while he/she is at **Heart of Ankeny Animal Hospital**, in any form, for use at any time, in any media, marketing, advertising, illustration, trade or promotional materials without compensation, and I release to **Heart of Ankeny Animal Hospital** all rights that I may possess or claim to such image, likeness, recording, etc...

I certify that I have read and understand the rules and regulations set forth herein and that I have read and understand this agreement. I agree to abide by the rules and regulations and accept all the terms, conditions, and statements of this agreement and confirm the truthfulness of the information I have provided about my pet.

Pet Owner or Responsible Party