



LANIER ANIMAL HOSPITAL

5700 Cumming Highway

Building B

Sugar Hill, GA 30518

tel: 770.831.5965

fax: 770.831.3043

www.lanieranimalhospital.com

Lanier Animal Hospital Boarding Policies

Fees: The owner is responsible for all boarding fees, veterinary services, and any other expenses incurred while their pet is boarded. A deposit is required during most summer months, as well as during holidays and school breaks. If a boarding reservation is not canceled at least 24 hours in advance, the deposit will be forfeited.

Vaccine Requirements: All dogs must be current on the following vaccinations: Rabies, DA2PP, Bordetella (Kennel Cough), and Canine Influenza. All cats must be current on Rabies and FVRCP (Feline Distemper). Vaccines must be up to date prior to boarding. If your pet is **not overdue**, required vaccines **can be given on the day of admission**. However, if your pet is **overdue by more than 30 days** for any required vaccine, they **must be vaccinated at least 7 days before** their boarding date to ensure proper protection. We recommend vaccinating at least 7 days in advance whenever possible, to allow time for full immunity to develop.

Flea/Tick Free Environment / Prevention: Lanier Animal Hospital is a flea- and tick-free environment. All pets must be free of external and internal parasites upon admission. If your pet is not currently on a **veterinary-approved flea and tick preventative** or if parasites are observed at check-in, a **Capstar tablet** will be administered at the owner's expense. Capstar provides fast-acting, short-term protection by killing adult fleas within 30 minutes and lasting for 24 hours. Any external parasites (fleas, ticks, mites) or internal parasites (e.g., intestinal worms) found at admission **will be treated immediately**. Please note: Over-the-counter products such as **Hartz, Sentry, Adams, Biospot, Kirkland Brand**, and similar store-brand treatments are **not considered veterinary-approved** due to concerns with safety and effectiveness. If you are unsure whether your pet's current preventative is acceptable, feel free to contact us.

Environment: While we strive to maintain a calm, low-stress environment, some pets may become anxious and bark more than usual while boarding. This can occasionally lead to hoarseness, sore throat, or mild tracheitis. Boarding can be a significant change in routine and may cause stress-related symptoms such as vomiting, diarrhea, lethargy, or loss of appetite. Even if your pet appears healthy at drop-off, some conditions may not become apparent until symptoms develop. If this occurs, we will contact you or your emergency contact with a recommended treatment plan. At the veterinarian's discretion, pets showing signs of upper respiratory illness may be isolated and treated for the safety of all boarders.

Pets from the same household may board together at the owner's request; however, we cannot be held responsible for any injuries that may result from rough play or disagreements in a confined space.

We take every precaution to ensure your pet's safety and well-being, but Lanier Animal Hospital and its staff are not liable for injury, illness, escape, or death provided reasonable care has been exercised.

Medication: **Additional fees apply** per administration of medications and/or supplements to ensure your pet receives the correct dose safely and accurately. All medications are given by trained staff.

Fees are based on the **number of oral medications per administration**, with a separate tier for **injectable medications** (such as insulin), which require precise timing and monitoring to ensure your pet has eaten beforehand. Please **do not pre-mix medications or supplements into food**, as they will be removed and administered separately.

All medications must be provided in their **original containers** with clearly labeled instructions.

If you have questions about medication fees, we're happy to discuss them with you before your pet's stay.



LANIER ANIMAL HOSPITAL

5700 Cumming Highway

Building B

Sugar Hill, GA 30518

tel: 770.831.5965

fax: 770.831.3043

www.lanieranimalhospital.com

Emergency: In case of emergency or serious illness (vomiting, diarrhea, coughing, sneezing, bleeding, etc.) the doctors at Lanier Animal Hospital will make every effort to contact you or your emergency contact. However, in the case we cannot reach you or your emergency contact within 6 hours we will treat your pet at your expense. We do not want your pet to suffer or to put other pets at risk for possible contagious diseases. If you choose not to treat your pet, he/she will need to be picked up within 24 hours. The animal will be moved into isolation and additional costs will apply.

Diet: We encourage you to provide your pet's diet from home, however, we do not accept raw diets. All food brought from home must be portioned out by meal into individual Ziploc bags and labeled with name. No food bags or plastic containers will be accepted. If you prefer, we will provide our sensitive stomach/gastroenteric diet at no additional cost. Please be aware that variations in diet and any changes in normal home feeding habits can cause GI disturbances. At the discretion of the veterinarian, intestinal parasite screens will be performed and treatment for diarrhea administered to ensure the safety of all of our boarders.

Personal Items: Although we allow personal items to be brought with your pet there is a limit of one bed or blanket and two veterinary approved toys. If you elect to bring your own bedding or toys, the following applies: **TOYS:** The only toys allowed in the suite are Kong brands. **BEDDING:** Must be 24 inches x 36 inches or smaller to fit on the raised cots that we provide in each suite. The cover must be removable and machine washable. Anything larger and/or does not have a removable cover will not be washed during our guests stay. We wash all bedding the day prior to guest departure. We are not responsible for items lost or damaged while boarding. All personal items must be marked with owner's last name in a permanent manner. Personal food/water bowls are not allowed. If your pet destroys or ingests their personal belongings during their stay, Lanier Animal Hospital will not be held responsible for these items or the consequences that arise from possible ingestion. We make every effort to observe this behavior and remove belongings before it becomes a problem. **NOTE:** We keep a soft, raised cot in every suite to allow a comfortable place to rest. We use toys, ropes and balls during group and individual playtime to give them plenty of fun and exercise. If at any time the pet shows signs of chewing/ingesting bedding or breaking apart toys, or has a history of ingesting such items, they will not be able to have these items in their suite during their stay.

Playtime: All dogs having group playtime will be temperament tested. If your pet is found to be aggressive or extremely rough during group playtime then you have the option of individual or family playtime at an additional cost. All dogs must be spayed or neutered in order to have group playtime. Animals boarding in Luxury condos will not be charged for group playtime but will have a nominal fee for individual playtime.

Pick Up: Pick up is by 12:00pm. If your pet stays past 12:00pm (Monday through Friday) you will be charged for a ½ day of boarding unless your pet is being groomed same day. There are no afterhours pickups or drop offs. We are open Monday - Friday 7:00 am - 6:00 pm and every other Saturday 8:00 am – 2:00 pm for drop offs and pick ups. If you miss this window you will have to wait until the following business day to pick up or drop off your animal. Lanier Animal Hospital staff is not permitted to let people in the building after hours. If you are delayed in picking up when scheduled, please call to let us know so we can set them up for another night. There may be days when we close early prior to a major holiday. We will notify you ahead of time, but please plan accordingly to allow ample time to get your pet settled in the resort.

No Staff Overnight: Owner understands that there is no staff on the premises overnight.