

Creature Comforts Inn Boarding Policies

1. C.C.I. no longer routinely contacts your veterinarian to get an updated vaccination history for your pet. Some veterinarian offices refuse to give out information to protect the privacy of their clients. Therefore, **it is the client's responsibility to maintain and report their pet's vaccination history to us.** When scheduling your pet for boarding/grooming, please include a call to your veterinarian's office to be sure your pet(s) has the required vaccinations. The required vaccinations for dogs are: **Rabies, DHLPP and Bordetella (kennel cough).** The required vaccinations for cats are: **Rabies and FVRCP.**
2. N.C. Department of Agriculture requires that food brought from home must be in a tightly sealed container, (i.e. Rubbermaid, Tupperware or a heavy-duty Ziploc style bag). **Open food bags cannot be accepted.**
3. Pet medication must be brought in the original containers (**medications include: prescriptions, supplements and vitamins**). **The charge for medication administration is \$4.00 a day for your pet(s).** It is crucial that the name of the medication and dosage are readily visible. For the safety of your pet(s) we are required to document all medications, when they were administered and by whom. In case of an emergency, we must be able to give accurate medication information to the veterinarian. Your pet may take medications in food at home with no difficulty but we require our kennel manager to directly administer all medications to boarding pets.
4. C.C.I. requires a **\$50.00 deposit for Christmas reservations and a \$25.00 deposit for all other holiday boarding.** The deposit is applied to the boarding fee at checkout. **Clients have until December 15, 2008 to finalize their Christmas reservations.** After this date the client is financially responsible for the entire reservation. A list of holidays requiring a deposit is available upon request.
5. **All new clients** are required to hold their first reservation with a credit card number on file. A "No show" fee of \$25.00 is charged to the credit card if a client fails to cancel a reservation without giving 24 hours notice.
6. C.C.I. is not responsible for bedding and/or toys lost or destroyed during your pet(s) visit. We make an effort to protect your pet(s) belongings, however, due to the volume of pets we serve, some loss is unavoidable.
7. Please notify of us of any health or behavioral problems your pet has because it may have an impact on your pet(s) needs while boarding with us.