



Summit Bridge Veterinary Hospital
3930 Red Lion Road
Bear, DE 19701
302-834-PETS (302-834-7387)

Summit Bridge Veterinary Hospital, LLC Boarding and Day Care Policies

Hours and Days of Operation

Lobby Hours: 6:00 AM – 7:00 PM

Please knock on the door or ring the bell for service if an employee is not present.

Early Drop Off: Any boarding or day care dog may be dropped off as early as 6:00 AM. Day care does not begin until 8:00 AM; therefore, dogs for day care will be placed in a kennel from 6:00 AM – 8:00 AM.

Please knock on the door or ring the bell for service if an employee is not present in the lobby. Employees are taking care of boarding dogs at this time.

Boarding Days: Boarding is available 365 days/year, including all holidays.

Day Care Days: Day Care is available Monday – Friday only from 8:00 AM – 6:00 PM. Day Care is not available at peak holiday times.

Day Care is not available at these holiday times due to boarding needs:

December 22, 2019 – January 3, 2020 (Christmastime)

April 20-28, 2019 (Eastertime)

May 25- June 1 (Memorial Day week)

June 30 – July 7 (Independence Day week)

August 31- September 8 (Labor Day week)

November 27 – December 1 (Thanksgiving)

Reservations

Reservations are required for all boarding and day care dogs.

Due to the demand for boarding and day care, it is highly suggested that you make reservations as early as possible. If not able to make reservations days in advance, please phone us prior to arrival to determine if we have an available spot.

We reserve the right to refuse admittance to boarding or Day Care for any reason.

All reservations require the following:

- Completed and signed Dog Profile Form
- Completed and signed Agreement Form and Policies Form
- Completed and signed Medication Form (if needed)
- Valid credit card information for cancellations policy
- Proof of current vaccinations (rabies, DHPP, CIV, Bordetella and recommended is Leptospirosis and Lyme)

- Proof of spay/neuter (for Day Care dogs), unless approved by our veterinarian

Reservations for day care are not considered valid and confirmed until the dog has successfully passed an evaluation.

- When checking in- a signed Check-In Form is needed.

Deposits may be required for stays lasting longer than 10 days. Prior to extending any stay, the current balance must be paid in full.

Cancellations

Cancellations must be made within the time frame listed below.

Holiday Periods:

-Day Care is NOT open during this time.

-Boarding must give 3 days ahead of scheduled arrival to cancel a reservation. Cancelling a boarding reservation will automatically cancel all other services reserved such as grooming or training.

December 22, 2019 – January 3, 2020 (Christmas time)

April 20-28, 2019 (Easter time)

May 25- June 1 (Memorial Day week)

June 30 – July 7 (Independence Day week)

August 31- September 8 (Labor Day week)

November 27 – December 1 (Thanksgiving)

Non-Holiday Periods (OFF Peak):

- All Day Care and boarding reservations must be cancelled within 3 days of boarding or day care. Cancelling a boarding reservation will automatically cancel all other services reserved such as grooming or training.

Arrivals

- 6:00 AM – 8:00 AM are early drop off hours. Enter the lobby and knock or ring the bell for service. Employees may not be present as boarding dogs are being cared for at this time.
- 8:00 AM - dog day care morning session arrivals. (Morning session 8:00 AM – 11:00 PM)
- 1:00 PM- dog day care afternoon session arrivals. (Afternoon session 1:00 PM – 4:00 PM)

Departures

- 10:00 AM- boarding dogs depart
- 11:00AM- morning Day Care dogs depart
- 4:00 PM- afternoon Day Care dogs depart
- 6:00 PM- all other Day Care dogs depart

Vaccinations and Health

- Proof of all vaccinations is required for all dogs, including grooming and training.
- Bordetella injectable series must be completed 3 weeks prior to arrival. Bordetella oral or nasal must be administered 3 days prior to arrival.
- All puppies must be at least 16 weeks old and have completed their full series of vaccinations.
- Rabies- 1 or 3 year
- DHPP- 1 or 3 year
- Boarding and day care dogs must be free of any contagious illnesses of any kind for 30 days prior to check in.
- Vaccines do not protect against all contagious illnesses that may affect your dog. We make

every effort to screen applicants and provide boarding and day care to dogs that have had no contagious illnesses within the past 30 days prior to entry. We will not be held responsible for any contagious illness that the dog may have acquired while at day care or boarding.

- All dogs must be on a flea and tick preventative. If fleas or ticks are found on your dog, you will be called and asked to either pick up your dog or have your dog bathed and a flea and tick preventative started, at your expense.
- If the employees detect a potential illness, injury or other behavior that would reasonably suggest that medical treatment is needed, you authorize treatment of the dog at Summit Bridge Veterinary Hospital, LLC. You will assume all financial responsibility for veterinary medical care of the dog, if needed. You agree to assume all risk of the consequences associated with any decisions made by us, related to care of any kind.
- Boarding and dog day care employees are not veterinarians and have limited backgrounds in animal medicine. Therefore, you agree to assume all risk associated with administration of medication by us. If boarding and day care employees are unable to administer medication, the hospital's veterinarian or veterinary nurse will administer the medication.
- You agree to indemnify us any claim made against us as a result of your failure to provide written information on any pre-existing medical condition that your pet may have.
- You agree that if your dog is injured by another dog, you release us from all liability and financial responsibility for such injury.
- You understand that if your dog bites a human or other dog, depending upon the severity of the bite, a report must be completed and immediately submitted to the state and that this report will contain your personal information and that of your dog.
- You assume the risk of illness, disease, harm or otherwise to your dog by allowing the dog to participate in boarding and/or dog day care at Summit Bridge Veterinary Hospital, LLC.
- Dogs that are incontinent, have epilepsy, diabetes, neurological issues, lack of mobility, very old, very young, take multiple medications, or other issues would be better served by our hospital staff. Talk to the veterinarian and discuss whether your dog would be a good candidate to board in the hospital itself.

Forms

The following forms must be completed prior to boarding or Day Care:

1. Boarding and Dog Day Care Agreement
2. Dog Profile
3. Medication Form
4. Boarding and Day Care Policies Form
5. Boarding Check-In Form or Day Care Check-in Form
6. Credit Card Authorization Form

Day Care and Day Stay Programs

Day Care: Day Care is an off-leash play group for dogs to interact with one another under the supervision of trained employees. Dogs play together and interact with each other and the employees as they learn and practice commands and play games. Dogs have access to plenty of water and toys and are walked on a leash outside to go to the bathroom. Dogs present between 6:00 AM – 8:00 AM are fed breakfast, between 11:30 AM and 1:00 PM are fed lunch, and 4:00 PM and 6:00 PM are fed dinner. Unless you provide your own food, all dogs are fed Purina Veterinary Kennel Diet, consisting of probiotics and other nutrients especially for dogs interacting in kennels. Additionally, dogs will receive Purina treats during the day. Misbehavior is redirected via commands, loud noises,

spray bottles of water, water hoses, and time-outs. Owners have access to a live camera to view their dogs during the day. Additionally, employees may text pictures of a dog's "firsts" to the owner such as first time playing with a new friend.

In addition to the requirements stated multiple times in our forms, all Day Care dogs must:

- Complete an evaluation to determine temperament, personality, play characteristics, and mannerisms.
- Be spayed or neutered

The Day Care schedule is as follows:

6:00 AM – 8:00 AM Early drop-offs are kenneled, fed, and walked (fee charged)

8:00 AM – 11:00 AM Morning Day Care playgroup

1:00 -4:00 PM- Afternoon Day Care playgroup

11:00AM – 1:00PM Dogs are kenneled for lunch, a walk, and nap time.

4:00 PM – 6:00 PM Dogs are kenneled, fed, and walked.

6:00 PM- Pick-up deadline

Day Care options are:

- ½ day (morning or afternoon session with or without early drop off or late pick up)
- Full Day (with or without early drop off or late pick up)

Check the Fee Schedule to determine costs for each option as well as early-drop off and late pick-up.

Day Stay: Day Stay is a daytime boarding program that is part of our Day Care program for intact females, intact males, and dogs that do not do well in Day Care. Day Stay dogs must meet the same requirements stated multiple times in our forms. Day Stay dogs follow the same schedule as Day Care dogs but are not allowed in the playgroup.

The Day Stay schedule is as follows:

6:00 AM – 8:00 AM Early drop-offs are placed in a kennel, fed, and walked.

8:00 AM – 11:00 AM Dogs are given one 10-20 minute walk in this time frame

11:00AM – 1:00 PM Dogs are fed in this time frame

1:00PM – 4:00PM Dogs are given one 10-20 minute walk in this time frame

4:00 PM – 6:00 PM Dogs are fed in this time frame

Day Stay Options are the same as Day Care:

- ½ day (morning or afternoon with or without early drop off or late pick up)
- Half days are either 8:00 AM – 11:00AM or 1:00 PM – 4:00 PM
- Early drop off is 6:00 AM – 8:00 AM
- 6:00 PM is the pick-up deadline

Check the Fee Schedule to determine costs for each option.

Personal Belongings

- Summit Bridge Veterinary Hospital, LLC, provides bowls, bedding, toys, and food for all dogs boarding, in Day Care, or Day Stay. You are also free to bring your own belongings, however, we will not be held responsible for lost, stolen, or damaged personal items. We strongly recommend you leave your dog's belongings at home. We have everything your dog will need.
- Dogs are fed Purina Veterinary Kennel diet consisting of digestible food supplemented with probiotics specially formulated for kennels as well as Purina treats.
- You are welcome to provide food, treats, bedding, toys, or one of your old T-shirts with your

scent on it (makes dogs feel more comfortable). Again, we will not be responsible for any of these items.

Pre-paid Packages

See the Fee Schedule to determine if a pre-paid package is the right choice for you. These packages are only valid for the services listed with them and are non-refundable as they incur discounts to services. They cannot be combined with other offers, coupons, or discounts. They each have different expiration dates.

By signing below, you hereby acknowledge that you have read and understand the information contained in this Boarding and Day Care Policy form. You understand that your dog's boarding and/or Day Care or Day Stay is subject to the terms and conditions of the Boarding and Day Care Agreement that you have previously signed.

Owner's Name (print):

Pet's Name:

Pet's Name:

Pet's Name:

Owner's Signature:

Date: _____