



(904) 338-9480 www.jcaw.com Twitter: @JaxPetCare

Boarding Policies

Welcome to our facility! We are so pleased that you have entrusted us with the care of your treasured pet. Our goal is to be the best facility in the U.S.A. and to provide the finest care available. Our boarding policies exist for the protection, safety, and comfort of your pet.

We accept reservations on a first come and first served basis. We recommend you book well in advance to ensure space is available. Reservations require a credit card or deposit. **HOLIDAY RESERVATIONS REQUIRE A CREDIT CARD AND 50% DEPOSIT.** Cancellations may be made 24 hours (or more) in advance with no penalties – except for holidays. Holiday reservations require a three-week cancellation notice. **NO-SHOWS OR CANCELLATIONS MADE WITHIN LESS THAN 24 HOURS FOR NON-HOLIDAYS WILL BE CHARGED FOR ONE DAY OF BOARDING. DEPOSITS WILL BE FORFEITED FOR NO SHOWS OR CANCELLATIONS MADE WITHIN LESS THAN THREE WEEKS OF A HOLIDAY RESERVATION.** Monthly boarding fees are required in advance. **DISCOUNTED RATES FOR LONG-TERM BOARDING ARE AVAILABLE ON A PREPAYMENT BASIS ONLY.**

WE REQUIRE PROOF OF CURRENT VACCINATIONS ADMINISTERED BY A VETERINARIAN. Vaccinations required for dogs are Rabies, DHLP, Parvo, and Tracheobronchitis. We also require a negative Fecal exam and Heartworm test. We accept both annual and 3-year vaccinations for Rabies and DHLP. All dogs are required to have an annual Tracheobronchitis vaccine. Annual vaccinations required for cats are Rabies and FVRCP. We also require a negative Fecal exam for cats. If your dog or cat is not current on these vaccinations or parasite tests, our staff will be happy to send them to our Veterinarians on site and have them vaccinated and/or tested at an additional charge.

When boarding your pet we supply everything! Each pet has his or her own room and private yard area. We have comfortable beds and stainless steel bowls. If your pet has a favorite toy, you may bring up to two with you. They must be labeled with your pets' first and last name. Although we will do everything possible to keep up with your pet's belongings, we are **NOT RESPONSIBLE FOR ITEMS LOST OR BROKEN.** Our food is Science Diet Adult dry. If your pet is on a special diet, you may bring his or her own food. Please pre-measure food and put it in labeled plastic Baggies in order to avoid confusion. For Example: "Dottie" Smith 01/02/10 A.M. or "Wilbur" Jones 07/04/10. There is a \$3.00 per day charge to measure and bag pet's own food by our staff on site.

Please be sure to notify the front desk upon arrival of any special needs your pet may have. If your pet is on medication, please make sure it is labeled with correct dosage and clear instructions. There is a \$2.00 per day charge for pets having medications administered while boarding. Pets with contagious illnesses, or pets that require extensive medical treatment and/or intensive care are required to board at the Animal Hospital.

WE REQUIRE THAT ALL DOGS HAVE AN EXIT BATH BEFORE LEAVING THE FACILITY, AT AN ADDITIONAL CHARGE. Prices vary according to the size and breed of your pet. Baths include brush and blow dry, nail trim, ear cleaning, anal glands expressed, cologne and bandana by our professional Groomers. Haircuts are extra options set by appointment. We enjoy sending your pet home from vacation looking and smelling extra nice! Your dog will be bathed the morning of check out to ensure he/she is ready for pick-up.

Boarding charges include room, meals, and maid services. You are charged for each day in the facility, beginning with the day of arrival. Our pick-up hours from boarding are after 1 pm to give our staff time to bathe your pet and finish morning feeding and cleaning. **OUR HOURS FOR BOARDING PICK-UP ARE 1PM TO 4PM M-F AND 1PM TO 3PM SATURDAYS. WE OFFER LATE PICK-UP FROM 4PM TO 7PM DURING THE WEEK AND ON SUNDAYS FROM 4PM-6PM FOR AN ADDITIONAL ONE-DAY CHARGE. PAYMENT IN FULL IS REQUIRED AT TIME OF PICK-UP. WE ACCEPT CASH, LOCAL CHECKS (AFTER 5TH VISIT) AND MOST MAJOR CREDIT CARDS. WE DO NOT BILL OR ACCEPT PAYMENT PLANS.**

JULINGTON CREEK ANIMAL WALK PARK MEMBERS MAY NOT USE THEIR MEMBERSHIP CARD TO ACCESS BOARDING PETS. Doing so is considered a violation of your park membership and will result in immediate termination of your membership, without reimbursement. The security of our pet guests is our number one concern. Access to boarding pets must be made only through our reception staff during office hours.

Special Services include swimming, play times, nature walks and individual playtimes. The charge for swimming and play times is \$7.00 per session per pet. The charge for nature walks and individual playtimes is \$14.00 per session per pet. You may choose as many or as few special sessions as you (and your pet) would like, up to two per day. **ONLY FRIENDLY, NON-AGGRESSIVE DOGS MAY PARTICIPATE IN ACTIVITIES. INTACT MALE DOGS OVER 8 MONTHS OF AGE ARE ALLOWED NATURE WALKS OR INDIVIDUAL PLAYTIMES ONLY. IN SUITE CUDDLE TIMES ARE AVAILABLE FOR DOGS WHO DO NOT QUALIFY FOR ACTIVITIES. CUDDLE TIMES ARE \$14.00 PER SESSION.**

Reasonable precaution will be used against injury, escape, or death of this pet. The staff and/or facility will not be held liable for problems that develop provided reasonable care and precautions are followed. Upon check in, you will be asked to give a phone number where we may reach you in the event of an emergency. If you are unavailable and your pet requires immediate or emergency medical attention, they will be treated by our Veterinary staff. **YOU WILL BE RESPONSIBLE FOR ANY FEES FOR TREATMENT THAT ARE DEEMED NECESSARY BY OUR STAFF OF VETERINARIANS. IF YOUR PET SHOULD NEED MEDICAL ATTENTION WITHIN 48 HOURS AFTER BOARDING, OUR VETERINARY STAFF WILL BE GLAD TO TREAT THEM AT NO ADDITIONAL CHARGE TO YOU IF IT IS DEEMED A BOARDING RELATED ILLNESS/INJURY. JULINGTON CREEK ANIMAL WALK WILL NOT BE HELD RESPONSIBLE FOR CHARGES INCURRED AFTER 48 HOURS, OR TREATMENT AT ANOTHER FACILITY.**

Again, we thank you for the privilege of caring for your special pet. We welcome all suggestions in our quest to become the best facility in the U.S.A. We are here to serve you and your pet and will do our best to make this a wonderful experience for both of you.

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