

Our Boarding Policies

Thank you for choosing to board your pet with us. In order to ensure an enjoyable experience for both you and your pet, please review the following information:

Temperament

In order to provide a safe and enjoyable boarding experience for both our clients and pets we will perform a brief temperament evaluation on every new dog before confirming boarding reservations.

Overly aggressive dogs will not be allowed to board with us, nor will dogs that our staff cannot safely handle. Dogs that become overly stressed such that they continually bark, stop eating, or lose house-training during boarding may be administered a medically appropriate anti-anxiety medication during their visit in an effort to diminish the pet's discomfort upon evaluation by the attending doctor.

Reservations

Space is limited and all boarding is by reservation. Beginning February 1, 2011 all reservations will be guaranteed with a 24-hour deposit payable at the time reservations are made and confirmed. We may require a credit card deposit to guarantee a reservation.

Cancellations must be made 24 hours prior to scheduled reservation. Deposits will be refunded or applied as a credit to your St Francis account at that time. Any client/pet that is a "no show" will forfeit their deposit.

Vaccinations

We require all pets that board with us to have been vaccinated within the past eleven months unless a veterinarian has given a medical excuse to reduce the risk of communicable diseases. A 3 year Rabies vaccination is the only exception if it is currently not due. If any pets need their vaccines updated according to our medical protocols, we will do so. Please inquire about these fees. For dogs the required vaccinations are Rabies, Distemper, Parvovirus, and Bordetella/kennel cough. For cats the vaccines are rabies and feline distemper/upper respiratory. FIV and feline leukemia positive cats are welcome to board; we ask that prior arrangements be made to accommodate their special needs. Vaccinations reduce the risk of contraction an infection and/or the severity of clinical signs but cannot be guaranteed to provide 100% immunity against all exposures in all animals.

State regulations dictate that we have written proof of current vaccination by a licensed veterinarian on file. You may e-mail them to us, bring them with you, or have your veterinarian fax them to us at 706 860-2237.

Feeding

Our pet guests are fed starting at approximately 8:30 am. and 5:00 pm. unless otherwise requested. We are happy to accommodate special dietary needs your pet may have with prior arrangement. Please note any special feeding instructions on our boarding admission form.

Bathroom Breaks/Exercise/Playtime

In addition to four "potty breaks" each day, our boarders are taken out for recreational time each morning and afternoon if the weather permits. Each pet is taken out individually (unless a family pet also is boarding) in our fenced play area. Our fence will not prevent fence climbing and escape; it is your responsibility to notify us if your pet has ever shown this interest so we can leash walk them instead of letting them run in the yard. No pets are ever left unattended. If you have any special toys or games that they enjoy, please share them with us. During inclement weather our breaks may be shortened.

Bathing

Any dog that boards with us for seven days or longer will receive a complimentary bath prior to departure. If your dog is staying for less than seven days and you would like them to be bathed, we will be happy to do so. Please inquire about fees specific to your pet.

Pets are bathed on weekday mornings. If you plan to pick up your dog on Saturday, Sunday or Monday they will be bathed on Friday.

Personal Belongings

We require all personal belongings to be labeled with you and your pet's names. We will remove collars and leashes at check-in for the safety of your dog for you to take home. All our boarding pets receive an ID collar during their stay. We provide bedding for all our boarders but feel free to bring to bring their favorite blanket. Toys and treats are welcomed.

Check-in and Check-out

Being a 24-hour facility affords you the option of checking in and/or out on a more flexible schedule other than 8 to 5. We will gladly accept and discharge any boarding pet seven days a week. Please keep in mind that we are also an after hours emergency facility. Your patience will be appreciated if you choose to check-in or check-out during those hours, as emergencies will be seen first.

Web Cams

Some of our boarding suites are equipped with web cams so you may view your pet while you're away. This service is offered at no additional charge. Currently most of our cameras are not compatible with Mac computers. Follow these steps to load the necessary software and begin viewing your pet:

1. Launch Internet Explorer web browser.
2. Type in our web address: www.sfah.net
3. Click on the Web Cams tab and then follow the instructions.
4. You will need to enter your user name and password. Your user name and password will be provided to you at the time of check-in. Please note that the passwords are case sensitive.
5. You may see a window pop up asking for permission to download the necessary video program to view the suites. "Do you want to install and run MPEG4 SHM (audio control) signed on ... and distributed by D-Link Corporation"? Click on the YES button. You also may need to accept the website running "VA Decoder Module" to view the web cams. A window may appear reading "Because the connection problem of network environment transmission protocol changes to HTTP." Left click on the OK button.
6. Two of our web cams use JAVA protocols; in those instances the MPEG4 and/or VA Decoder programs are not necessary and can be viewed with a Mac or PC if Java is enabled in your browser. If you plan on using a Mac please request suite 7 or 8 when first making your reservations.

You should be able to view your pets' suite but access to audio is unavailable due to bandwidth restrictions. The picture quality will depend on the light level in the suites and your Internet connection speed. Viewing the suites during daylight on a DSL or cable modem will be of higher quality than at nighttime or if using a dial-up connection. We cannot guarantee the results you may obtain, if any, viewing the web cams due to variability in Internet speeds, Internet browsers, the status of our hospital network and the number of clients who are viewing simultaneously. We change the passwords regularly to limit the number of people who can view a given camera at any given time. Many hotel/public access computers block downloads in their anti-virus and firewall programs, or have the security level of the Internet Explorer above medium level, which may prevent access to our web cams.

Special Needs

Remember that we are a pet hospital and your pet's health is our primary concern. If we judge that your pet has a medical condition in need of treatment for their reasonable comfort or safety we will provide such treatment, even if you cannot be contacted. Fees for these treatments will be your responsibility. Please understand that with any medical procedure there are risks involved and you accept these risks. We will provide necessary treatment if it is in our medical opinion that the benefits of treating outweigh the most common anticipated risks or medical side effects. Please also understand that no guarantee of successful treatment will be made nor can all possible risks be anticipated. You accept full financial responsibility for all charges related to the treatment of your pet by entrusting your pet's care to St Francis Animal Hospital.

Pet Abandonment

If you have not picked up your pet within ten days of their scheduled pick-up date, without any written arrangements verified in person, fax, or email for a longer stay and appropriate payments made for the new duration of boarding, your pet will regrettably be considered abandoned. St Francis Animal Hospital reserves the right at that time to transfer your pet's ownership to the Richmond County Animal Control or other third party, as we deem proper. You will be responsible for all fees incurred for services performed while your pet is in possession of St Francis Animal Hospital according to Part 9 of Article 8 of Chapter 14 of Title 44 of the Official Code of Georgia Annotated.