

Boarding & Daycare Requirements

1. Vaccines

K9 - Required	K9 - Recommended	Feline Required	Feline Recommended
Rabies	Leptospirosis	Rabies	Feline Leukemia
Distemper/Parvo	Influenza	Feline Distemper	
Bordetella			

- If your pet has a medical exemption, an exemption letter must be provided by their primary veterinarian.
- Vaccination records are to be provided no later than the first day of the reservation. If the vaccination requirements are not met within 24 hours of dropping off, your pet will be vaccinated and the associated charges will be added to your invoice. (Exam fee + Vaccines + Medical Waste Fee).
- Puppies and kittens must be 16 weeks or older, and must have received their final round of vaccines (Good for 1 year).

2. Age

- Pet(s) must be 16 weeks of age or older, and must have received their final round of vaccine boosters (good for 1 year).

3. Sex

- We do not discriminate against altered (spayed/neutered) vs unaltered pets (intact male/female).
- Only one unaltered pet will be allowed per Daycare playgroup.
- An additional waiver is required for “Unaltered (Intact) Dog” to attend daycare

4. Health

- Pet(s) must be in good health, and all medical conditions/allergies, chronic or short-term, must be disclosed. “In good health” is defined by:
 - Normal and consistent behavior, energy, appetite, water intake, urination, and defecation.
 - Not diagnosed with a communicable disease within the past 30 days prior to the reservation.
 - Not showing symptoms such as, but not limited to, vomiting, diarrhea, anorexia, lethargy, coughing, sneezing, or skin abnormalities (lumps/bumps/hair loss/excessive itching/wounds) within the past 7 days prior to the reservation.
 - Free of internal and external parasites (roundworm, fleas, ticks, lice, mites, etc.).

5. Medical Conditions

- All chronic and or short-term medical conditions, recent diagnoses, allergies, etc. must be disclosed to staff to ensure proper care is provided to your pet(s).

6. Medical Treatment

- Come, Play, Stay! and/or South Mesa Veterinary Hospital may recommend veterinary examination, diagnostics, and/or treatment if my pet becomes ill or sustains an injury. A financial limit of consent to treatment must be defined.

7. Emergency Care

- Come, Play, Stay! and/or South Mesa Veterinary Hospital is not an Emergency Care Facility. Therefore, should an emergency occur, an emergency contact needs to be listed. Said emergency contact needs to be aware of their responsibility and must stay local to our facilities for the duration of your pet(s) stay. They will be responsible for the transportation of the pet(s) to the closest emergency hospital (CSU).

8. Behavioral

- All personality and/or behavioral traits that may affect, prevent, or limit the staff's ability to provide safe and adequate care to your pet(s) must be disclosed and detailed; as well as all possible triggers.
- Boarding:
 - Pet(s) must not be unmanageably aggressive towards humans, nor possessive of enclosure, food, toys, or other belongings.
 - If the pet(s) becomes aggressive to the staff, this may result in a request for immediate pick-up and/or permanent dismissal from boarding services.
 - If pet(s) is aggressive/reactive towards other pets, possible behaviors must be disclosed in detail along with any/all triggers.
 - Additional fees may apply if additional precautions/restrictions are needed to ensure the safety of our stay, your pet(s), or other pets.
- Daycare:
 - Pet(s) must not be aggressive/reactive towards humans or other pets, not possessive of environment, food, toys, or other belongings.
 - If pet(s) is possessive, all possessive behavior that may be displayed, as well as details on what may trigger said behavior, must be disclosed.
 - To prevent potential injury to staff and other guests, animals exhibiting negative behavior will be separated from other guests. For minor infractions, a time-out system will be utilized. After x3 time-outs, Come, Play, Stay! may kennel the pet(s) for the day and/or request for the pet(s) to be picked up. For serious infractions, the pet(s) will be separated until pickup and may be permanently dismissed.
 - If an authorized contact picks up on the behalf of the owner, the person picking up the pet must be sent with payment or the owner must agree to pay over the phone prior to the authorized contact picking up.
 - Payment will still be required for daycare, regardless of whether the entire day was completed.
 - If less than or equal to 4 hours are completed, will be charged for a half day of daycare.
 - If more than 4 hours are completed, will be charged for a full day of daycare.
 - Negative behavior is defined by, but not limited to: Humping, Excessive barking, Excessive sniffing, Excessive marking with urine, Not listening to commands, Biting/Nipping, Reactivity, Aggression, Territorial behavior, and/or Possessive behavior.

9. Reasonable Precautions

- All pets must enter and exit Come, Play, Stay! on a leash, or in an appropriate carrier.
- Unless otherwise instructed, we may use precautionary measures against injury, escape, or death of animal/staff, such as, but not limited to muzzling, tethering, slip-leads and other appropriate means of restraint for the protection of your pet, our staff, and/or other pets.

10. Meals & Treats

- We do not feed raw, freeze-dried, or home-made diets unless a letter of recommendation is provided from pet's primary veterinarian. This is to prevent bacterial contamination.
- All food provided to us must be in a reasonably sized, re-sealable container and clearly labeled with pet's first and last name, and feeding instructions.
 - We can not accept open bags of food. This is to prevent contamination and pest prevention.

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11. Medications/Supplements

- Medications must be provided in the original packaging. Prescription medication must be in a prescription bottle with a current prescription label from a licensed veterinarian. Medications provided in other packaging or in a plastic bag will not be administered.
 - Supplements not prescribed by a veterinarian must be in original packaging and written instructions must be provided.
 - We are not liable for any adverse reactions for any off-label medications or supplements provided.

12. Personal Belongings

- All personal belongings must be labeled.

*****We do NOT provide 24-hour care. Pets are unattended from 12pm-1pm AND 7pm-7am*****