

BSAH's Boarding Policies

It is the policy of Buffalo Small Animal Hospital-(BSAH) to provide open and clear communication with our clients. For your pets, we pledge to provide clean and safe quarters, and conscientious, compassionate, individual care of every single animal left in our trust. This pledge requires a certain amount of paperwork for you, so please bear with us.

If any of our policies or guidelines are not clear, please ask a team member, and we will be happy to give you more information.

Please allow 15 minutes or so to drop off your pet so you can appropriately fill out paperwork and we can find out all about your furry friend's needs

To insure the protection of all animals under our care and to prevent the spread of infectious disease, any animals staying with us must be current on all vaccines, be clean, free of fleas, ticks and intestinal parasites.

VACCINATION INFORMATION:

Vaccines must be current for an animal to board at our hospital. Vaccines required for dogs are Rabies, Distemper, Leptospirosis and Bordetella (Kennel cough). Vaccines required for cats are Rabies, Distemper and Leukemia.

Any pet in need of vaccines *may* also require an examination with a Veterinarian

Food: We recommend you bring your pet's own food in an airtight container with your pet's name and type of food noted on the outside. For \$1 per day, BSAH can provide dry food (Science Diet Sensitive Stomach) for your pet(s). Cans of food may also be purchased (Sci. Diet Chicken) separately if you would like.

Medications: Please ensure any medication is in original packaging with the pet's name and dosage information.

Belongings: We ask that you limit pet's personal belongings to 3 items. Please bring machine-washable items. Be sure you've labeled all items with your pet's name so we may ensure it stays with your pet. If they are not labeled we will use permanent marker to label them. A Tyvek collar with your pet's name and ID will be placed on your pet for the duration of their stay. Choke chains/collars and pinch collars will not be accepted. Although every effort will be made to care for your belongings, if any item is left with your pet during boarding, it is left at your own risk. BSAH is not responsible for the condition of any personal articles. Items will be removed if they become soiled or your pet(s) begin to destroy them.

Your Agent: You must provide an alternative/emergency contact (your "Agent") that you authorize us to contact in the event that you are unreachable. You agree that your agent has your full authority to make all decisions, including but not limited to: expenditure of funds and veterinary treatments and/or procedures. In the event that another person is to pick up your pet, please call us in advance to arrange payment and give us their name and number(s) at the time of drop-off.

Boarding Charges: Charges are calculated per night. All pets will be dropped off and picked up only during regular business hours. If a pet enters in a condition needing either flea or tick prevention, BSAH will administer treatment at my expense. BSAH requires that all payment be made at the time of drop-off. This will ensure your pick up is as smooth as possible. **Boarding Hours: Mon - Fri 7:30am-5:40pm Sat 8am-12:40pm**

Should the circumstances arise that your pet(s) remain unclaimed after the stated date of pick up, you understand that an attempt to notify you will be made. Per NYS Ag and Market Law, seven days after such notice the pet(s) will be considered abandoned and will become unclaimed property of BSAH. It is further understood that such action will not relieve your obligation to pay all costs associated with your pet's stay.

Photo Release: I give Buffalo Small Animal Hospital permission to take photos for use including but not limited to: website, video, broadcast, print, and electronic means for purposes of advertising, trade, display, exhibition, or editorial use. I also agree to release Buffalo Small Animal Hospital from all claims for libel, slander, invasion of privacy, infringement of copyright or right of publicity or any other claim. Your personal information – name, pet's medical history will not be included unless consent is given. (We mostly want to share cute or educational stories on FB)
I consent to use of my **Pet's** photo _____ Initials I consent to **my** personal information: _____ Initials

EMERGENCY MEDICAL CARE (Please choose 1 of the below)

I or my agent understands the care of my pet is entrusted to BSAH. *In the event of an emergency, injury or illness*, BSAH will make every effort to contact me or my emergency contact (agent). In the event either cannot be reached in a timely manner, or if my agent will not give directions on how to proceed, I elect one of the below options:

- Option A:** BSAH will proceed with urgent medical treatment as deemed in the best interest of the pet by the attending veterinarian, this can include, but is not limited to, stabilizing care, diagnostic tests, prescribing medications, transporting my pet or emergency surgery. I authorize any care required and am responsible for all additional charges incurred to maintain my pet's medical wellbeing.

Owner's Signature _____ Date _____
Emergency Contact Name _____ Phone Number _____

- Option B:** BSAH will proceed to attempt to stabilize my pet including treatment, diagnostics, and medications up to the amount of \$ _____. If treatments will exceed this amount, and it is unlikely my pet will recover, I then opt to authorize humane euthanasia and will make arrangements for aftercare.

Owner's Signature _____ Date _____

- Option C:** BSAH is **not** to proceed with medical treatments. I authorize humane euthanasia for my pet and will make arrangements for aftercare.

Owner's Signature _____ Date _____

Shared Kennel Waiver: please initial if you will have multiple pets sharing one kennel: I _____ request that BSAH board my pets in the same run or kennel. I understand the animals will be housed together in the confines of the space for the duration of their stay unless problems arise. I hereby release BSAH and staff from any and all responsibility or liability arising from injury or damage inflicted by one of my pets on another during their stay, and understand that I am liable for all charges of medical services provided by BSAH for treatment for said injuries. If aggressive behavior by one of my pets is witnessed, for their safety, the pets will be separated and housed individually for the remainder of their stay.

Limitation of Liability: by signing below I understand and agree that; I _____ (name or agent) am placing my pet in the care of Buffalo Small Animal Hospital (BSAH) with the understanding that the hospital will use reasonable care to keep my pet in good health. I understand the hospital cannot guarantee the health of any animal. I authorize the BSAH staff to take my pet(s) for walks outside, and am aware that there is not overnight staffing. I agree to hold BSAH harmless for conditions that can be unavoidable in a boarding environment including, but not limited to: weight loss, rough fur coat, kennel cough or upper respiratory infection, diarrhea, vomiting, or ingestion of a foreign body. Further, I agree to hold BSAH harmless for any cost of treatment, loss, disease, or injury to persons, property or other pets caused by my pet or inflicted upon my pet by another animal. I assume all risks for the care, boarding, bathing and grooming of my pet. I also acknowledge that I have written down and communicated all abnormalities and special requirements that are needed for the care of my pet. (form attached)

Name: _____ Signature _____ Date _____

I agree that by signing this agreement I confirm I am over 18 years of age, I have read, understand, had the opportunity to ask questions, and agree to all information presented to me. This agreement, when signed, is good for one-year from the original signature date.