



Caryn Vet Hospital

9206 1919

email: nurse@carynvet.com.au

address: Unit 1 / 4 Wisteria Pde EDGEWATER

web: www.carynvet.com.au

BOARDING INFORMATION

General

We offer a very exclusive boarding service at Caryn Vet Hospital – with only a limited number of spaces available at any one time, we keep our boarders as stress-free as possible and are able to provide individual care (and lots of cuddles!)

Being a Vet Clinic, if your cat or dog needs Veterinary attention or procedures whilst you are away, we are able to provide high quality care and treatment while they are boarding with us.

Please make sure you thoroughly read the information below PRIOR to bringing your cat or dog in for boarding.

Drop Off and Pick Up

Please let the Nurse know roughly what time you will be arriving for both drop off and pick up, so we can prepare their area prior to them arriving, and get all their belongings ready when they are leaving. Please note we only admit and discharge boarders Monday to Friday 8am – 5.00pm (except public holidays) and Saturday's 8am – 11.30am. When you drop little one off, we will ask you to fill in an admit form and answer a few questions.

Contact Details

While you are away, we may need to contact you so a contact phone number is important. If you will be unavailable by phone, please ensure you let us know and write your email address down as well.

All boarders require an alternate contact, in case we can't get in touch with you while you are away. In the unlikely event that we need to treat your cat or dog and can't get in touch with you, this person will need to be able to make decisions regarding your pet's health and wellbeing on your behalf.

Preventatives Required

To ensure the safety and health of your pet, and any others boarding with us at the time, we require certain preventative measures to have been taken prior to your cat or dog boarding, or while they are boarding with us. If your pet is not up to date with proof of prevention, we will give them the necessary treatment upon admission – most clients often prefer the convenience of us doing this for them anyway!

Vaccination: A minimum of an F5 or C5 vaccination is required for boarding, with proof of vaccination from a Veterinary clinic presented at admission.

Intestinal worming: Either Milbemax or Drontal/Popantel wormers are acceptable all-wormers – these must have been given in the last 3 months and cover the entirety of your pet's stay. Supermarket brands are not acceptable.

Fleas: Revolution, Frontline, Nexgard or Advantage are acceptable flea treatments for full coverage for all flea stages. The treatment must have been given in the last month and last for the entirety of your pet's stay. Supermarket brands are not acceptable.



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Other procedures

If your dog or cat requires any other healthcare or treatment while they are with us (eg Dental Scale and Polish, nail trim, groom or check over), please let us know at the time of admission so we can discuss their requirements and costs with you, and develop a personalised healthcare plan for their stay.

Food, Bedding and Toys

To prevent tummy problems from any sudden change in food, or your pet being a bit 'funny' about eating while boarding, we encourage owners to bring at least a few days' worth of food with them, to help your animal transition to our in-house food – super premium Royal Canin Maintenance food. If your pet is on a specific diet, or prescription diet, you will need to bring this food with you at the time of admission. Any Royal Canin brands can be purchased from the clinic if you have run out.

We encourage you to bring a small bed or rug while your cat is boarding, and/or 1 favourite toy that smells like home. You will not need to provide food and water bowls or large beds/scratching poles as these are all provided, along with toys and small treats if appropriate. Please clearly label all belongs prior to admission.

Illness or Health Problems

In the unlikely event that your dog or cat is unwell, or we find any health problems that cause concern, we will make every attempt to contact you, or your alternate contact, to discuss treatment. As we have a duty to provide minimum treatment for animals in our care, in the event we cannot contact you, basic medication and/or care will be provided until you contact us. Additional costs will apply, but will be kept to a minimum as much as possible until we have a chance to discuss with you. Please thoroughly read the admission form at the time of admit.

Transportation

All cats must be transported to and from the clinic in a secure cat carrier and dogs must be on a sturdy lead – this is for their own safety, other animals/client's protection, staff safety and peace of mind.

Payment

If you're unsure of the daily costs or you are a new boarder, please chat with the Nurse over the phone when you book your cat or dog in for boarding. Payment for boarding is required at the time of admission, along with other procedures you may have asked for, or are necessary. Any additional requirements while boarding with us will need to be paid on pickup. Unfortunately, we are not able to provide accounts.

If you have any questions to any of the above, regarding your pets boarding or if you are unsure of admission/discharge times, please ask one of our friendly staff members to assist you. You can ask during check-in, come into the clinic during opening hours or call us on 9206 1919.

WE LOOK FORWARD TO LOOKING AFTER YOUR LITTLE ONE SOON!