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#### Hours:

Monday-Friday 7:30am-6:00pm

Saturday 8:00am-3:00pm

Sunday 2:30pm-6:00pm

Holiday hours are to be announced

After hours drop off or pick up by pre-arrangement only (extra fees apply)

#### Check In & Payment

**Payments are made at check-in.** We accept cash, check, and all major credit cards. There may be additional charges at check out for other authorized services incurred during your pets' stay. Please have pets checked in 30 minutes prior to closing hours. **Weekends are charged out as a weekend rate through Monday at 2:00 pm.**

#### Sunday Check Outs

Most boarding facilities do not provide discharge of animals on Sunday's or holidays. Our customers appreciate the option of courtesy pick ups the evening before they must return to work or other activities. We have tried to satisfy our client's needs.

By the Sunday check out time, we have provided a day's care for your pet. Our Pet Care Technicians spend all day, every day caring for your pet. We must staff reception during this courtesy pick up for your pet and employee safety. Because of the full day's care and extra employee cost involved, we charge for Sunday whether your pet goes home Sunday evening or stays until Monday morning.

#### Immunizations

**Dogs:** Current vaccinations for Rabies, DHLPPC, and Canine Cough (Bordetella) are required without exception.

**Cats:** A negative Feline Leukemia test and current vaccinations for Rabies, FDRTC (HCP), and Feline Leukemia are required without exception.

**We strongly recommend all vaccine booster be administered two or more weeks before the start of lodging.** An internal and external parasite control program is highly recommended.

### **Personal Items:**

We provide clean comfortable bedding, and food/ water bowls. Toys and treats may be checked in with your pet. All items must conform to size regulations that allow for comfortable occupancy (neither too large nor too small). AnimaLodge is not responsible for loss or damage of any personal items.

### **Medications:**

Guest's medications can be administered to your pet. All medications must be clearly identified as to what the product is, prescription source, pet's name, owner's name and the intended regime. We do charge an additional administration fee.

### **Arrival Day:**

Please allow enough time to check in your pet. If you arrive rushed or worried about catching an airplane or getting on the road, your pet can sense this. Emotional farewells are also very difficult for your pet and can create separation anxiety. Please do not feed your dog or give them more than small quantities of water at least 4 hours prior to arrival time. We cannot over-state how important this is. Boarding is an exciting experience for our guests, which can cause diarrhea or nausea. If this does happen we will treat them accordingly.

### **Departure Day:**

Please do not feed your pet for at least 3 hours after you get them home. Give them small amounts of water. They are very excited when they leave here and may gulp their food or water which can cause digestive problems ranging from diarrhea, nausea or life-threatening conditions. Don't be surprised if your pet sleeps a lot the first day or two at home. The home environment is usually very quiet and calm compared to the excitement of lodging. This sleepiness is quite normal. Also, your pet may have barked excessively while lodging. They may experience a minor sore throat accompanied with some coughing. Feel free to call if you have any questions.

### **Daily Routine:**

At 7:00 am Pet Care Technicians (PCT's) take our canine guest outside for their first potty break. Lodges are cleaned and fresh breakfast and water is served. Then it's back inside to eat and relax. About 11:00 am they are taken out again for a potty break and the PCT's start playtimes. Afternoon feedings, when requested, are served approximately at 1:00 pm. The evening potty break starts about 3:00pm. Lodges are cleaned and fresh water is served, all food dishes are removed for the night and its lights out at 6:00 pm. Your pet rests securely until 7:00 am the next morning.

Kitty guests are greeted with a smile at 7:00 am. Their day begins with breakfast, fresh bottled water and housekeeping. Some kitties are allowed to hop out for individual excursions into their enclosed living area to scamper about, chase a toy, watch the fish, and some one-on-one kisses with the PCT's.

### **Canine Playtimes:**

Playtimes last 20 minutes and are conducted in our playroom or outdoors in a securely fenced grassy area (Busy Barkers Dog Park or one of the smaller secure parks). At your request, we offer group or individual playtimes. Intact males and female's in-heat are never allowed to play in a group. We are glad to play with them individually in our smaller park.

### **Doggy Day Camp:**

We have a wonderful day camp for dogs during regular business hours, and a half day of day camp to our lodgers. One or more of our PCT's spends the day with our "happy campers" and works with them on basic manners. Enthusiastic guests get to romp together in the playroom and go out to the dog park many times throughout the day. We offer lunch and/or treat times. Campers get plenty of one-on-one love and attention. They go home with their owners to spend the evening pleasantly relaxed and happy.

### **Day Lodging:**

Are you coming to Laurel or Billings from out of town? Have an appointment or just need to do some shopping? Don't leave your pet in a hot or cold car! We offer day lodging. These guests relax in a comfortable, secure lodge and are treated to a playtime around mid-day. You pick them up refreshed and happy to share their company on the ride home.

### **Health Monitoring:**

We are dedicated to the health and well being of your pet. During check in we ask questions about bumps, lumps, bruises, scars or previous illnesses. **PLEASE NOTIFY OUR STAFF OF ANY PRE-EXISTING HEALTH PROBLEMS OR ALLERGIES.** Each guest is weighed and given a brief pre-entry evaluation by our PCT's. Overall health and well being is continuously monitored. Your pet is re-weighed every 3 days. Our staff is trained to watch for health problems and to alert their supervisor.

If a problem arises, the PCT will contact AnimaLodge management immediately. If necessary, a veterinarian at Laurel East Pet Care Center will be consulted. We require each owner to provide and updated emergency contact number each time your pet is here. We do require a signed permission form for emergency treatment. Veterinary examinations, consultations and/or treatment will usually result in additional fees at check out.

Should your pet suffer digestive upset (diarrhea or vomiting) we withhold food for a short time to allow their system to "rest". The veterinary staff at Laurel East Pet Care Center will be alerted if digestive upset continues. Because extended diarrhea or vomiting can be serious, medication may be administered under the veterinarian's supervision. Fresh water will always be available.

Many clients of AnimaLodge routinely use the pet health services of other animal hospitals. We are happy to coordinate your pet's health needs with your own veterinarian if requested.

### **Training:**

AnimaLodge currently offers puppy, manners, manners 2, and agility training classes. We also offer individual training with one of our staff members and your dog. If you are interested, please call for more information.

### **Grooming:**

Our Lodge features a full service professional grooming salon. Please make an appointment if you want your pet groomed before going home. We also have a self-service dog wash called "Wash-a-Mutt", which offers all the grooming necessities available to you.

# Prices

Dogs:	\$16.50 per day
Roommate:	\$14.50 per day
In-Heat female:	\$18.50 per day
Intact male:	\$18.50 per day
Intact male roommate:	\$16.50 per day

\*for diabetic, special needs or exotic lodging please ask for more information.

Cats:	\$10.50 per day
Roommate:	\$9.50 per day

Playtimes:	\$8.00 per playtime (20 min.)
Daycamp for lodgers:	\$10.50 (4 hours)
Medications:	\$1.50 per administration
Own food:	\$1.50 per feeding

Doggy Day Camp:	
	*\$16.50 full day (5 hours or more)
	*\$8.25 Half day (less than 5 hours)

Wash-A-Mutt:	\$10.50 for one half hour
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Boarding charges are by the day. You will be charged for the day the pet is checked in regardless of your arrival time. On the day of departure, if your pet leaves before 2pm, there is no charge for that day. Another day of boarding is added after 2pm. There is always a charge for Sunday for our courtesy pick up day.

**Payment is due upon check in.**

Picking up "out of hours" is by a pre-arranged appointment only. Fee \$\$ does apply.