



Muddy Creek Animal Care Center

Thank you for choosing Muddy Creek Animal Care Center to care for your pet while you are away! Below is some helpful information regarding our requirements for boarding, as well as services that may be provided while your pet is staying with us.

Requirements for Boarding

All pets boarding at Muddy Creek must be up to date on and provide proof of required vaccinations in order to board. If a vaccination is not current, said vaccine must be administered a minimum of five (5) days prior to boarding. If your pet is not up to date on all of the required vaccinations, your pet will not be allowed to board.

Per Massachusetts Law, all dogs boarding at Muddy Creek must have the following: an up-to-date rabies certificate and valid town license on file. All dogs MUST be wearing a collar that has their rabies and town license tag. Any dog that comes to board and is missing any of the above information will NOT be allowed to board.

Please forward your pets up to date town license and rabies certificate to muddycreekacc@yourvetdoc.com prior to your dog's boarding stay.

We do not accept unneutered adult male cats or rabbits, Feline Leukemia positive cats, any pets who have ringworm, or any pet who has recently tested positive for internal/external parasites

The vaccinations required are as follows:

Canine:

Kennel Cough (Bordetella) – we require this vaccine yearly.

Distemper

Parvo

Rabies

Canine Influenza

Current Annual negative fecal

*Current Copy of Town License

*Ollie's Law: State of MA

*Collar with Town Tag & Rabies Tag

Feline:

Rabies

Feline Distemper (FVRCP)

Ferrets:

Rabies

Distemper

Boarder Entry Exam

\$86.00

If your pet does not come here for regular medical care, they will need to have an exam with one of our veterinarians prior to boarding. This helps our doctors familiarize themselves with your pet, gain direct information about any health issues, and make sure your pet is healthy enough to handle the possible stress of boarding.

Drop-Off & Pick-Up Hours are by appointment only and are scheduled between the hours below

Monday – Friday: 8:00 AM – 11:00 AM or 3:00 PM – 6:00 PM

Saturday/Sunday: 8:00 AM – 11:00 AM or 1:00 PM – 2:00 PM

Please allow time at drop-off to fill out and review our Boarding Registration forms, as well as any other paperwork necessary for your pet's boarding stay. Some of these forms can be found on our website for you to pre-fill out, but we will still need to review them at time of drop-off.

On the day of pick up, your pet will be fed breakfast, but not dinner unless requested.

Boarding Prices

Please note you will be charged for the day of drop-off regardless of the time your pet is dropped off. On the day of pickup, if you pick your pet up **before 11:00 AM** you will not be charged for boarding that day. If you pick **up after 11:00 AM**, you will be charged for the last day. If your pet is groomed or in daycare on their last day, you will only be charged for grooming/daycare services, and not for boarding that day. If groomed, we recommend calling the grooming department to coordinate a pickup time.

If you would like to have your pet groomed during their stay, please schedule an appointment with our grooming department. Their direct phone number is (978) 948-5361.

Kennel Boarding (any size dog):

Single	\$60.00 per day
Double Run (<i>2 dogs in larger run</i>)	\$105 per day
Pup Care Boarding (<i>puppies under 6 months</i>)	\$72 per day

Pup Care Boarding includes three 15 min outdoor exercise sessions. If there are other puppies under six months boarding while your pet is here, the puppies will be exercised together, otherwise your puppy will be out with a Pet Care Attendant only.

Special Care Boarding	\$89.00 per day
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Special Care Boarding primarily benefits our older canine boarders. It includes 3 outside potty breaks a day for elimination purposes only, as well as extra bedding, placement closer to the entrance of the

hospital area, and administration of any oral/topical medications. If your dog requires injections (i.e., Insulin), the cost of \$9.00 per injection will still apply. If you wish to sign your dog up for longer exercise sessions in addition to the included potty breaks, the cost of \$10 per 15 min session will apply.

Little Paws Loft* (dog breeds up to 35#, that can socialize with other dogs):

Double or single crate	\$65 per day per dog
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Cat Tail Inn:

Single (<i>1 cat in either a 4-floor or 1-floor condo</i>)	\$43.00 per day
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Double Occupancy (<i>2 cats in the same 4-floor condo</i>)	\$68.50 per day
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Meow Manor (<i>Up to 4 cats in a spacious extra-large condo</i>)	\$99 per day
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***All rates and pricing are subject to change.**

Exotic Pet Boarding (Rabbits, Hamsters, Guinea pigs and Ferrets)

Exotic pets board in the Cat Tail Inn. Owners are required to bring all bedding, litter, food, or other supplies required to care for your pet. We have special condos available for ferrets, but all other pets will need to bring a covered cage in addition to other supplies. The cage you bring is where your pet(s) will be staying for the duration of their boarding time.

Ferrets (*Includes three 15 min playtimes per day*)

1st Ferret	\$40 per day
Each Additional Ferret	\$21.75 per day

Rabbits/Guinea Pigs/Hamsters	\$24.50 per day per pet
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Food

We offer Hill's Science Diet Sensitive Stomach & Skin Formula as a complimentary dry food. If you wish your pet to receive wet food as well, we have a couple of Hill's brand wet food options available for purchase. If your pet is on a prescription diet*, eats a brand of food that we do not offer, or has specific dietary requirements, you will need to provide any food your pet may need. We recommend bringing only enough food for your pet's stay, plus a bit extra, in case the stay needs to be extended. As storage space is limited, please either pre-pack meals or bring a container that is under 15 lbs. We do not accept rawhide chews.

**Some prescription diets are available for purchase at Muddy Creek. If your pet is not a Muddy Creek*

veterinary client, we would require a prescription from your regular vet before you could purchase any of these options. Please call to inquire if you wish to purchase prescription food to ensure that we have it in stock.

Medication Administration:

All of our Pet Care Attendants are trained to administer oral and topical medications. The pet's owner must provide all medications and an administration fee will be applied to any medications (including vitamins/supplements) administered during boarding.

Once-a-day administration	\$5.30 per day per pet
Two or more times per day administration	\$8.45 per day per pet

If your pet will be taking medication while he/she is boarding, the medication must be in its original labeled bottle, separate from any food or other medications.

We will need to know the name of all medications, as well as specific instructions on administration. If you give your pet's medication in a food/treat, please bring these as well in a separate container. We do not administer "as needed" medications. You may leave them with us, but your pet would need to be seen by one of our veterinarians before administration.

If your pet's medication is a controlled substance according to the DEA, we are required by law to count the quantity of the medication at both drop-off and at pick up. Pet owners must also count the medication to verify quantity. Pet Care Attendants must count the quantity of medication before and after each administration. We will only accept the amount of medication necessary for your pet's stay plus a few days extra in case the stay needs to be extended.

Subcutaneous Fluid Administration	\$24.50 per administration
<i>Pet owners are required to provide all components, including fluid bags and needles.</i>	

Insulin injections	\$11.00 per injection
All of our Pet Care Attendants are trained to administer insulin injections. In order to monitor the food/water intake and bathroom habits, diabetic pets must board separately from any other pets. Pet owners must provide insulin and compatible syringes.	

Additional Services:

We offer some optional services for your pet during their stay. You will have the opportunity to sign your pet up for any of these activities at check in.

Kennel:

Fido's One-on-One Time (<i>once a day</i>)	\$10.50 per day
This is a 15 min session where your dog will be taken to a quiet area to spend one-on-one time with one of our Pet Care Attendants.	

Exercise Sessions (*up to 2 times daily, weather permitting*) \$10.50 per 15 minutes per dog
A Pet Care Attendant will take your dog to our fenced in backyards to play outside.
These are done individually, however if you have more than one dog staying in our kennel, siblings may participate in exercise sessions together.

Daycare While Boarding (*Offered Mon-Sat, 10am-5pm*) \$23.50 per day per dog

This service is only available for dogs that are already part of our Daycare program and plan on participating in Daycare regularly. Your dog will be able to socialize with their friends outside during their stay. They go outside for five 30-minute sessions a day. To become part of our Daycare program, you must fill out a registration, bring your pet in for an assessment, and participate in 3 separate days of Daycare prior to boarding

Little Paws Loft (*For dogs 35lbs and under that like to socialize with other small dogs.*)

Little Paws Loft boarding price includes three outside playtimes in small groups with other dogs.

Alone Cuddle Time (*Up to 2 times daily during non-peak season*) \$10.50 per session per dog

This is a 15 min session where your dog will spend quality one-on-one time with one of our Pet Care Attendants

Little Tike Hike (*Up to 2 times daily*)

This is an extra 15 min outside exercise/play session

\$7.35 for 1 session daily

\$12.75 for 2 sessions daily with other daycare and boarding dogs.

Extended play (*Offered Monday-Friday, 9am-5pm*)

\$23.50 per day per dog

Extended play will be substituted for two Little Tike Hikes if at capacity

Extended play is a great option for social playful pets that would enjoy more time out of their crate. All dogs participating in extended play go outside for five 15-minute sessions a day and spend the rest of the time in a gated inside area with our daycare pack.

Cat Tail Inn:

T.V. Time (*Up to 2 times daily*) \$10.50 per session per cat

Your cat will enjoy half an hour of bird videos on our portable television.

Sunbathing Window (*Up to 2 times daily, weather permitting*) \$10.50 per session per cat or rabbit

Your cat will enjoy half an hour in our enclosed sunbathing window that overlooks the backyard/woods. Your pet will be able to enjoy fresh air, sun, and the sights and sounds of the outdoors without having to leave the building.

Cat's Meow Playtime (*Up to 2 times daily*) \$10.50 per session per cat

Your cat will enjoy half an hour in our specially built enclosure that houses a carpeted cat tree. Our Playland has large glass windows so your cat will have an excellent view of the Inn and any foot traffic passing by.

Pounce and Purr Playtime (*Up to 2 times daily*) \$10.50 per session per cat

Your cat will enjoy 15 min in a spacious closed-off area of the Inn playing with toys, roaming

around to explore, or cuddling with an attendant.

Fishing Pond Playtime (*Up to 2 times daily*) \$10.50 per session per cat
Your cat will enjoy half an hour of trying to catch and stalk robotic fish in our specially built fishing pond enclosure.

Rabbit Pen Time (*Up to 2 times daily*) \$8.45 per session per rabbit
Your rabbit will enjoy 15 min in a spacious closed-off area of the Inn to roam, stretch their legs, or cuddle with an attendant.

Miscellaneous Information

Bedding

Each boarding department provides bedding for your pet. Each pet may also bring up to three (3) personal belongings for their stay (toys/ bedding/etc.) in addition to any food, treats or medication. We do not accept stuffed dog beds, as we are unable to launder them.

Forms

Pet owners will fill out a Registration Form with feeding, medication, and other instructions on the day of drop-off. If it is your first-time boarding, you will need to sign a Boarding Contract and fill out a Medical Consent form in case your pet requires medical attention during its stay. We will also record all belongings to make sure you get back everything you brought with your pet.

Emergency Contacts: Pet owners are required to leave a valid emergency contact number(s). We will ONLY contact numbers that are on this list with any medical updates or other questions regarding your pet during their stay.

The emergency contact(s) must be over the age of 18, be located within the continental United States, be reachable by telephone for the entirety of your pet's stay, and be authorized to make medical decisions for your pet. We do not accept e-mail addresses, texting, or your pet's veterinarian as a form of emergency contact. If you plan on leaving the number of a person other than yourself, please advise your emergency contact person that you are giving us their contact information regarding decisions for your pet during their stay.

Flea/Tick Checks

Flea and tick checks are performed on every animal boarding at Muddy Creek. Cat Tail Inn performs flea checks as part of the check-in process. Kennel and Little Paws Loft perform them as part of their daily body check routine. If you are dropping off a cat for boarding, please do not remove your cat from its carrier until the Pet Care Attendant has done this check.

If any live fleas or evidence of fleas are found on your pet either at check in or during their stay here, your pet will need to be treated immediately. Every pet with fleas or evidence of fleas will be given

both oral and topical flea/tick preventative to kill any live fleas and prevent any new eggs from hatching. A Once-a-day Medication Administration Fee (\$5.30) will apply.