



## Muddy Creek Animal Care Center

Thank you for choosing Muddy Creek Animal Care Center to care for your pet while you are away. Here is some helpful information regarding requirements for boarding as well as services provided while your pet is staying here.

### **Requirements for Boarding:**

Proof of vaccination is required for any animal boarding at Muddy Creek.

*Also, if your animal has not boarded here before, your pet will need to have a Boarder Entry Exam with one of our veterinarians prior to boarding (\$65).*

All pets boarding at Muddy Creek must be up to date on the 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, daycare grooming.** The vaccinations required are as follows:

#### **Canine:**

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

Distemper

Parvo

Rabies

Canine Influenza

Current Annual negative fecal

#### **Feline:**

Rabies

Feline Distemper (FVRCP)

#### **Ferrets:**

Rabies

Distemper

If your pet is not up to date on his/her rabies or distemper vaccination, your pet will not be allowed to board. Dogs will not be allowed to board if they are not up to date on their kennel cough or canine influenza vaccinations. We also do not accept unneutered adult male cats or rabbits, FeLV (feline leukemia) positive cats, or any animals who have ringworm for boarding.

### **Drop-Off and 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: 8:00 am – 11:00 am or 1:00 pm – 2:00 pm

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 Boarding Registration forms as well as any other paperwork necessary for your pet's boarding stay.

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

### **Pricing:**

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 your pet is groomed on the day you are picking up, you will only be charged for grooming services and not for boarding that day. We recommend calling the grooming department before pickup, 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.

**\*All rates and pricing are subject to change**

### **Kennel Boarding (any size dog):**

Single Run	\$47 per day per dog
Double Run	\$85 per day

### **Little Paws Loft\* (dog breeds up to 35#):**

Double or single crate	\$53 per day per dog
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\*Little Paws Loft price includes three playtimes in small groups in our fenced in yard per day.

### **Cat Tail Inn:**

Single Occupancy (one cat in condo, either four floor unit or one floor unit)	\$36.50 per day per cat
Double Occupancy (two cats in one four floor condo)	\$55.50 per day
Meow Manor (up to four cats in a spacious Meow Manor condo)	\$79 per day

### **Puppy Care Boarding (dogs under 6 months old only)**

Puppy Care Boarding is available in our **Kennel** Department for dogs under the age of 6 months. The price is \$53 per day and this includes 3 exercise sessions. If there are other puppies boarding while your pet is boarding, the puppies will be exercised together during these sessions, otherwise your puppy will be out with an Animal Care Attendant only.

### **Special Care Dog Boarding**

Special Care Dog Boarding primarily benefits our older canine boarders in our Kennel Department. The price for Special Care Dog Boarding is \$66 per day. This price includes 3 Piddle walks (walks outside for elimination purposes only) per day as well as extra bedding, placement closer to the entrance to the main hospital area and administration of any oral or topical medications. If your dog requires injections (i.e. insulin), the \$7.50 per injection cost will still apply. If you wish to sign your dog up for exercise sessions (15 minute sessions outside) in addition to the included piddle walk(which are for elimination purposes only), the cost of \$8.50 per session will apply.

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

Exotic Pets board in the Cat Tail Inn. There are designated units for ferrets, which include the cage only. Ferret owners are required to bring all bedding, litter, food or other supplies required to care for your ferret. The cost for Ferret boarding is \$30 per day for the first ferret, and \$15.00 per day for each additional ferret. This price includes three harnessed walks per day.

Rabbit, hamster and guinea pig owners are required to bring all supplies needed during boarding (i.e. food, litter, shavings, etc.) as well as your exotics cage. The cage you bring is where your exotic will be staying for the duration of the boarding time. The cost for Rabbit Boarding is \$18 per day per rabbit

### **Miscellaneous Notes**

Each boarding department provides bedding for your pet. We also offer dry food at no additional cost. If your pet is on a prescription diet\*, eats wet food\*\* or eats a variety of food that we do not offer, you are encouraged to bring this at the time of drop off, as we may not have it on hand. We recommend bringing 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 limit the amount of food you bring to an amount that will be used during the stay (plus a few days extra).

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

The complimentary dry food offered in the Kennel, Little Paws Loft and Cat Tail Inn is Hill's Science Diet Sensitive Stomach & Skin Formula. We sell Science Diet Sensitive Stomach & Skin wet food for dogs and cats if you wish to purchase that here, but if your dog or cat prefers another brand, the pet owner would need to supply said food.

\*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 if it is a variety that we carry. Please call to inquire if you wish to purchase prescription food to ensure that we have it in stock.

Pet owners will fill out a Registration Form with feeding, medication and other instructions on the day of drop off or a week prior over the phone as well as a Consent to treat form in case your pet requires medical attention during its stay. Pet owners are required to leave a valid emergency contact number (you may leave several if you like). The emergency contact(s) must be over the age of 18, within the continental United States, reachable by telephone and authorized to make decisions for your pet during its stay. We do not accept e-mail addresses or your pet's veterinarian as a form of emergency contact. If you plan on leaving a number of a person who is not the pet owner, please advise your emergency contact person that you are leaving their contact information regarding decisions for your pet.

### **Medication Administration:**

All of our Animal Care Attendants are trained to administer oral and topical medications. Pet owners must provide all medications to be administered. A medication administration fee applies to any medications (including vitamins and supplements) administered during boarding. The fee is per pet, \$4.30 for once a day administration or \$7.50 for two or more times per day administration. Please see below if you have a diabetic 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 (i.e. each medication labeled in its own separate bottle) and we will need to know the name of all medications as well as specific instructions on how to administer said medications. If you give your pet's medication in a food or treat, please bring these as well. If your pet's medication is a controlled substance, we are required to count out the medication at check in and have pet owners count the medication to verify quantity. For controlled substances, we will only take the amount necessary for your pet's stay plus a few days extra in case the stay needs to be extended, as Animal Care Attendants must count the medication before and after administering each time the medication is administered.

If your pet requires subcutaneous fluid administration, pet owners are required to provide the fluids, setup and needles. The fee for subcutaneous fluid administration is **\$19.00 per administration**.

### **Diabetic Pet Boarding:**

All of our Animal Care Attendants are trained to administer insulin injections. In order to monitor the food and water intake as well as bathroom habits, diabetic pets must board separately from their siblings. If your animal is on a prescription diet or a specific brand of food, please bring this with you for boarding. Pet owners must provide insulin and syringes. Please bring enough for your pet's stay plus a few days extra in case the stay needs to be extended.

The fee for insulin injections is **\$7.50 per injection**. Our feeding/injection schedule for diabetic pets is typically to feed at 7:00 am and 7:00 pm, then give their insulin injections at 7:30 am and 7:30 pm.

### **Additional Services:**

We also offer some optional services for your pets during their stay. If you are interested in signing your pet up for any of these activities during his/her stay, you will have the opportunity to do this at check in.

#### **Kennel:**

**Fido's One-on-One Time:** \$8.50 per session per dog (up to 3 times daily). This is a fifteen minute session where your dog will be taken to a quiet area to spend some quality one-on-one time with an Animal Care Attendant.

**Exercise Sessions:** \$8.50 per session per dog (up to 3 times daily, weather permitting). These are fifteen minute sessions where your dog is taken by an Animal Care Attendant to our fenced in backyard 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:** \$21.00 per day per pet (offered Monday-Saturday). This service

allows regular daycare dogs to socialize with their friends during the day. They go out for five runs outside on the turf for 30 minutes a piece. This service is for dogs that have already been assessed prior to boarding and plan on doing daycare regularly.

**Little Paws Loft:**

**Alone Cuddle Time:** \$7.50 per session per pet (up to 3 times daily). This is a fifteen minute session where your dog will be taken to a quiet area to spend one-on-one time with an Animal Care Attendant.

**Group Cuddle Time:** \$7.50 per session per pet (up to 2 times daily). This is a fifteen minute exercise/play/cuddle session where your dog will be taken outside with other dogs that sign up for this service.

**Daycare while boarding:** \$21.00 per day per pet (offered Monday-Friday). This service allows your dog(s) to be out of their crate during the day in a small indoor play area with daycare dogs. They are also brought outside for two extra 15-minute sessions. This service is suggested for friendly, playful non-aggressive dogs only. In order for your dog to participate in daycare while boarding is if they come to daycare once a month outside of boarding. This service is for dogs that have already been assessed prior to boarding and plan on doing daycare regularly.

**Cat Tail Inn:**

**T.V. Time:** \$7.50 per half hour (up to 2 times daily). The Animal Care Attendant will roll a portable television over to your cat's condo and play a bird video for your cat to enjoy.

**Sunbathing Window:** \$7.50 per half hour per cat or Rabbit (up to 2 times daily). Your pet will be able to enjoy the sights and sounds of the outdoors without having to leave the building. The Animal Care Attendant will bring your pet to one of our enclosed sunbathing windows that overlook the backyard and woods your pet will enjoy fresh air and sun while checking out the scenery from above.

**Cat's Meow Playtime:** \$7.50 per half hour per cat (up to 2 times daily). Your cat will enjoy time in our specially built enclosure that houses a carpeted cat tree (if you have more than one cat, they can participate in this activity together or separately). The Play land has large glass windows so your cat has an excellent view of the Inn as well as out a window that looks out into the hallway so kitty can see anyone passing by.

**Pounce N Purr Playtime:** \$7.50 per 15 minutes per cat (up to 3 times daily). The attendant will take your cat to a closed off-area of the Inn to spend fifteen minutes of alone time with your cat. We have toys to play with if your cat chooses or kitty can just roam around and explore or cuddle with the attendant during this time.

**Fishing Pond Playtime:** \$7.50 per 30 minute session per cat (up to 2 times daily). Your cat will enjoy trying to catch and stalk robotic fish in our specially built fishing pond enclosure.

**Rabbit Pen Time:** \$7.50 per 15 minute session (up to 3 times daily). Your rabbit will enjoy

time to roam and stretch its legs in a spacious closed-off pen.

**Flea and Tick Checks:**

Flea and tick checks are performed on every animal boarding at Muddy Creek. The Cat Tail Inn performs flea checks as part of the check-in process. The 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 Animal 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, the Animal Care Attendant is required to treat your pet. Every pet with fleas or evidence of fleas will be given topical or oral flea and tick preventative to kill any live fleas on your pet. Pet owners will be responsible for the cost of each flea and tick preventative given, and will be subject to a Medication Administration Fee (\$4.50 for once a day medication administration).