



(904) 338-9480 www.jcaw.com

Boarding Policies

Welcome to our facility! We are so pleased that you have entrusted us with the care of your treasured pet. Our goal is to be the best facility in the U.S.A. and to provide the finest care available. Our boarding policies exist for the protection, safety, and comfort of your pet.

We accept reservations on a first come and first served basis. We recommend you book well in advance to ensure space is available. HOLIDAY RESERVATIONS REQUIRE A 2 DAY DEPOSIT. Price is based on which suite or condo is reserved. Cancellations may be made 24 hours (or more) in advance with no penalties – except for holidays. Holiday reservations require a two-week cancellation notice. A FEE WILL BE CHARGED FOR BOARDING NO SHOWS. DEPOSITS WILL BE FORFEITED FOR NO SHOWS OR CANCELLATIONS MADE WITHIN LESS THAN TWO WEEKS OF A HOLIDAY RESERVATION. Monthly boarding fees are required in advance. DISCOUNTED RATES FOR LONG-TERM BOARDING ARE AVAILABLE ON A PREPAYMENT BASIS ONLY.

WE REQUIRE PROOF OF CURRENT VACCINATIONS ADMINISTERED BY A VETERINARIAN. Vaccinations required for dogs are Rabies, DHLPP, Tracheobronchitis (Bordetella) and a Canine Influenza (H3N2). We also require a negative fecal exam and Heartworm test. We accept both annual and 3-year vaccinations for Rabies and DHLPP. All dogs are required to have an annual Tracheobronchitis (Bordetella) vaccine. Annual vaccinations required for cats are Rabies and FVRCP. We also require a negative fecal exam for cats. If your dog or cat is not current on these vaccinations or parasite tests, our staff will be happy to send them to our Veterinarians on site and have them vaccinated and/or tested at an additional charge.

When boarding your pet we supply everything! Each pet has his or her own room and private yard area. We have comfortable beds and stainless steel bowls. If your pet has a favorite toy, you may bring up to two with you. They must be labeled with your pets' first and last name. Although we will do everything possible to keep up with your pet's belongings, we are NOT RESPONSIBLE FOR ITEMS LOST OR BROKEN. Our food is Science Diet Adult dry and Science Diet Puppy formula. If your pet is on a special diet, you may bring his or her own food. Please pre-measure food and put it in labeled plastic baggies in order to avoid confusion. For Example: "Dottie" Smith 01/02/14 A.M. or "Wilbur" Jones 07/04/14 P.M. There is a per day charge to measure and bag pet's own food by our staff on site.

Please be sure to notify the front desk upon arrival of any special needs your pet may have. Medications must be in their original container, with correct dosage and clear instructions for administering. There is a fee for each administration. Pets with contagious illnesses or pets that require extensive medical treatment and/or intensive care are required to board at the Animal Hospital.

ALL DOGS STAYING WITH US HAVE THE OPTION FOR AN EXIT BATH BEFORE LEAVING THE FACILITY, AT AN ADDITIONAL CHARGE. Prices vary according to the size and breed of your pet. Exit baths include brush and blow dry, nail trim, ear cleaning, cologne and bandana by our professional Groomers. Haircuts are extra options set by appointment. We enjoy sending your pet home from vacation looking and smelling extra nice! Your dog will be bathed the morning of check out to ensure he/she is ready for pick-up.

Boarding charges include room, meals, and maid service. You are charged for each night spent in the facility, beginning with the day of arrival. Our pick-up hours from boarding if you choose for your pet to have a bath are after 1 pm, to allow our staff adequate time to bathe your pet and finish morning feeding and cleaning. BOARDING PICK-UP HOURS ARE 1:00 PM UNTIL 7:00 PM MONDAY – FRIDAY, 1:00 PM UNTIL 3:00 PM SATURDAY AND 2:00 PM UNTIL 6:00 PM SUNDAY. If you do not wish for your pet to be bathed, then you may pick-up anytime during regular business hours Monday – Friday 7am – 7pm, Saturday 8am – 3pm and Sunday 2pm – 6pm. PAYMENT IN FULL IS REQUIRED AT TIME OF PICK-UP. WE ACCEPT CASH, LOCAL CHECKS (AFTER 5TH VISIT) AND MOST MAJOR CREDIT CARDS. WE DO NOT BILL OR ACCEPT PAYMENT PLANS. We are not able to accept CARE CREDIT for Animal Walk Services.

JULINGTON CREEK ANIMAL WALK PARK MEMBERS MAY NOT USE THEIR MEMBERSHIP CARD TO ACCESS BOARDING PETS. Doing so is considered a violation of your park membership and will result in immediate termination of your membership, without reimbursement. The security of our pet guests is our number one concern. Access to boarding pets must be made only through our reception staff during office hours.

Special services available at an additional charge include swimming, playtimes, nature walks and individual playtimes. You may choose as many or as few special sessions during your pets stay as you (and your pet) would like, up to two per day. ONLY FRIENDLY, NON-AGGRESSIVE DOGS MAY PARTICIPATE IN GROUP ACTIVITIES. INTACT MALE DOGS OVER 8 MONTHS OF AGE ARE ALLOWED INDIVIDUAL PLAYTIMES ONLY. IN SUITE CUDDLE TIMES ARE AVAILABLE FOR DOGS WHO DO NOT QUALIFY FOR ANY OF THE ABOVE ACTIVITIES at an additional charge.

Reasonable precaution will be used against injury, escape, or death of all pets. The staff and/or facility will not be held liable for problems that develop provided reasonable care and precautions are followed. Upon check in, you will be asked to give a phone number where we may reach you in the event of an emergency. If you are unavailable and your pet requires immediate or emergency medical attention, they will be treated by our Veterinary staff. YOU WILL BE RESPONSIBLE FOR ANY FEES FOR TREATMENT THAT ARE DEEMED NECESSARY BY OUR STAFF OF VETERINARIANS. IF YOUR PET SHOULD NEED MEDICAL ATTENTION WITHIN 48 HOURS AFTER BOARDING, OUR VETERINARY STAFF WILL BE GLAD TO TREAT THEM AT NO ADDITIONAL CHARGE TO YOU IF IT IS DEEMED BY THE TREATING VETERINARIAN TO BE A BOARDING RELATED ILLNESS/INJURY. JULINGTON CREEK ANIMAL WALK WILL NOT BE HELD RESPONSIBLE FOR CHARGES INCURRED AFTER 48 HOURS, OR TREATMENT AT ANOTHER FACILITY.

Again, we thank you for the privilege of caring for your special pet. We welcome all suggestions in our quest to become the best facility in the U.S.A. We are here to serve you and your pet and will do our best to make this a wonderful experience for both of you.

Revised 9/29/17