

Chester Animal Clinic
12021 Ironbridge Road
Chester, Virginia 23831
804.748.2244
fax 804.748.5400
cac@lyneanimalhospitals.com



Courthouse Rd Animal Hospital
3530 S. Courthouse Rd
Richmond, Virginia 23236
804.745.2323
fax 804.674.8741
crah@lyneanimalhospitals.com

Taylor D. Lyne, DVM
Alyssa A. Thompson, DVM

Leslie A. Jones, DVM
Beecher A. Watson, VMD

Boarding Policy

We are so pleased that you have entrusted us with the care of your treasured pet while you're away. Our goal is for your pet is to enjoy our facilities and feel like this is their "home away from home". We want them to feel refreshed and relaxed, just like you feel after your vacation. Our boarding policies are for their protection, safety, as well as comfort.

WE REQUIRE PROOF OF CURRENT VACCINES ADMINISTERED BY A VETERINARIAN. Vaccines required for dogs are Rabies, DHPP-C (includes Parvo), and Infectious Tracheobronchitis. All dogs are required to have a six month Infectious Tracheobronchitis vaccine. Annual vaccines required for indoor cats are Rabies and FVRCP; any cat that goes outdoors **MUST** be current on FELV/FIV test, FVRCP, FELV and Rabies. If your dog or cat is not current on any of these vaccines, our staff will be happy to send them to our Veterinarians on site and have them vaccinated at an additional charge. Examinations are required if any vaccines are needed.

All pets must also be free of fleas and ticks as well as internal parasites, or they will be treated at the time of admission at the owner's expense.

We accept reservations on a first come first served basis. We recommend you book well in advance to ensure space is available. Reservations for new clients, require a credit card or cash deposit. Cancellations may be made 24 hours (or more) in advance with no penalties. **NO-SHOWS OR CANCELLATIONS MADE LESS THAN 24 HOURS WILL BE CHARGED FOR ONE DAY OF BOARDING.** The amount of the charge will be the value of the space(s) reserved.

Major holiday reservations require a deposit, which is refundable with a two-week cancellation policy.

When boarding your pet we supply everything! Each pet has their own room (unless boarded with a companion) and private walking time. We provide comfortable blankets and stainless steel bowls. If your pet has a favorite bed or toy, you may bring them with you. They must be labeled with your pet's 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 Sensitive Stomach, Maintenance or Puppy Bites, depending on your dog's needs. If your pet is on a special diet, you may bring his or her own food.

*Medical • Dental • Orthopedic & Cosmetic Surgeries • Boarding & Daycare • Grooming • Prescription Foods
Gourmet Pet Treats & Gifts • Coming Soon – West Chester Pet Resort*

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PLEASE BE SURE TO NOTIFY THE FRONT DESK UPON ARRIVAL OF ANY SPECIAL NEEDS YOUR PET MAY HAVE. If your pet is on medication, please make sure it is in the original prescription bottle, labeled with correct dosage and clear instructions. There is a \$3.75 per day charge for pets having medications administered while boarding.

If you've requested for your pet to be groomed and/or bathed while your away, that will be done the last day of their stay with us. To ensure their grooming is completed, please delay their pick-up until 5:00PM. We enjoy sending your pet home from vacation looking and smelling extra nice!

Boarding charges include room, meals, and maid services. You are charged for each day in the facility, beginning with the day of arrival. A boarding day consists of the time you drop off until check out at 12:00 noon the next day. Picking up after 12:00 noon will result in an additional day boarding charge, unless your pet is being groomed. We prefer that you pick up your pets from boarding after 9 a.m. to give our staff time to finish morning feeding and activities. **OUR OFFICE HOURS FOR PICK UP AND DROP OFF ARE 7 AM TO 6 PM MONDAY-THURSDAY, 7AM - 5:30PM FRIDAY, AND 8AM TO 1PM SATURDAY. PAYMENT IN FULL IS REQUIRED AT TIME OF PICK-UP. WE ACCEPT CASH, LOCAL CHECKS (from clients who have utilized our services on at least 5 previous visits with no returned checks) AND MOST MAJOR CREDIT CARDS. WE DO NOT BILL OR ACCEPT PAYMENT PLANS.**

Additional services, such as brushing, TLC time, play time, as well as extra walking/exercise time are available for your pet during their stay with us. Please ask our staff about these services if you would like further information.

Every precaution is in place to prevent against injury, escape, or death of your pet. 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.**

Again, we thank you for the privilege of caring for your special pet. We are here to serve you and your pet and will do our best to make this a wonderful experience for both of you.

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