

Town & Country Animal Care Center
2010 North Salem Street
Apex, NC 27523
Boarding Policy – Current January 2019
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www.tcanimalcare.com

Thank you for your interest in Town & Country Animal Care Center, the Triangle's first ACCREDITED boarding facility through the Pet Care Services Association (PCSA), formerly the American Boarding Kennel Association. Town & Country offers the ultimate experience for your pet's vacationing needs – large enclosures for your pet, a full service veterinary hospital, a Doggy Daycare program that will exceed your dog's wildest dreams, knowledgeable obedience and behavior instructors, and the most experienced grooming staff in the area. Our pet care specialist including Veterinarians, Certified Kennel Operator, registered Veterinarian Technicians, Veterinary Assistants, PCSA Pet Care Technicians, certified grooming staff, and obedience trainers, including our head trainer who passed the CPDT-KA, offer more than 300 years combined experience in animal care. To maintain our PCSA Accreditation, we operate under strict guidelines including sanitation procedures, preventive medicine protocol, exercise programs, security procedures, and continuing education, and meet all local, state, and federal laws governing the care of animals. We abide by OSHA rules; undergo ANNUAL unannounced inspections by the NC Department of Agriculture Food Storage Division, NC Department of Agriculture Veterinary/Boarding Division, NC Veterinary Association, and NC Fire Inspections. To ensure we meet your expectations and abide governing requirements in our industry, we ask you to read these guidelines in its entirety. We welcome your questions, comments, and suggestions.

For our canine guest we offer a choice of our spacious 4'x14' cabins which include a Kuranda bed, our 10'x14' Lodges which include comfy beds and some with flat screen TV's or our 10'x14' Chalets that include indoor/outdoor access to a private garden. Owners of multiple pets who book them together, **You** are ensuring us they can board together without incident, including, but not limited to, sharing toys, food, treats and bedding. If your dog requires special needs/cautious handling, known fence climbers or jumpers, or destructive chewing, please advise us when booking reservations so we can prepare for your pet's needs. Each canine guest is provided two outdoor potty breaks daily. Additional outside visits are available through sign up under additional activities and/or included in some of our packages.

For the vacationing feline guest, we offer our "Cattery" where felines enjoy a cozy, private studio. For an upgrade, check out our Kitty Condos. These spacious five story enclosures are the "CAT'S MEOW." Our kitty studios have a view of "The Chelsea Garden," designed in honor of our beloved Chelsea, our resident house cat for 12 years. This garden provides endless entertainment with a variety of bird feeders, squirrel feeders, bird houses, and a Koi pond. During their visit felines can enjoy climbing the indoor tree, exploring the cat walks, lying on the window ledge for a little bird watching, or working out on the cat gym. Please advise us if your cat will need special/cautious handling.

Securing a Reservation - *Boarding fees are a per-day charge; no pro-rated fees are available. A NON-refundable deposit of \$30.00 is required per pet and is collected and processed when your reservation is booked. A 24-hour cancellation notice for a non-holiday reservation is required. A five (5) regular business day cancellation is required for ALL holiday reservations. With proper cancellation notice, your deposit will be held on your Town & Country account for future use. Failure to give proper notice or “No Show’s” will result in the loss of your deposit. Please make certain you understand this NON-refundable deposit policy prior to booking reservations.

Additional Amenities and Treats – We offer additional amenities and treats for the vacationing pet. We believe these varied activities will enhance your pets stay with us. We strongly encourage any pet staying longer than five (5) days have the opportunity for at least one activity. Pets boarding more than 14 days must be signed up for a minimum of two (2) activities during their visit to prevent boredom.

- **Nature Walks (\$8)** – A leash walk on the trails of our fenced wooded property, approximately ¼ mile. We recommend all dogs have flea/tick preventative applied during the spring and summer months because this area is wooded.
- **Playtime (\$8)** – For the dog needing a bit of exercise, this off- lead activity is held in one of our fenced artificial turf play yards supplied with doggy playground equipment and plenty of toys. Cats enjoy playtime in the Cattery with a view of the Koi ponds.
- **TV/Sofa Time (\$8)** – For the spoiled pet that prefers, or “purr-fers,” a quieter activity, a relaxing belly rub or a massage. What better way to spend time than with their favorite care taker, than lounging on the sofa and watching the soaps or Animal Planet.
- **Pond Time (\$12)** – Our pond is a must for the “water lover.” If your pooch is an experienced swimmer or just likes to wade out up to their elbows, time at “Paw Beach” is a must. For the dog preferring to only dip their toes in the water, we offer our kiddy pool area – just deep enough to get the idea. We offer the use of doggy life preservers for dogs just learning to swim.
- **Pool Time (\$12)** – Our saltwater pool features the best of both worlds for the water-loving canine. Pets can enjoy tanning on the sun deck, lounging in a patio chair, swimming laps, or diving in to the deep end. Pool time has a little bit everything for your special canine companion.
- **Potty Time (\$5)** – An additional potty break in one of our large, covered runs.
- **Doggy Daycare (\$19)** – Inquire for details.
- **Group Play Time (\$14.95)** – Group play time with up to three (3) dogs
- **Group Play Time Assessment (\$10)** – Temperament test required for group play time
- **Puppy Package (\$14.95)** – Additional noon potty break, gourmet cookie, and a group play
- **Catered Care Package (\$14.95)** – Orthopedic flooring, additional potty time and a gourmet cookie Includes food and medicine charges.

Vaccinations – All pets in our care must be current on the following vaccines: Distemper-Parvo (DHLP-P), Rabies, and 6-month Bordetella/Kennel Cough. If your veterinarian follows a different

protocol on vaccines we are happy to accept them so long as the information is provided on their letterhead. No exceptions will be made for Rabies or 6-month Bordetella/Kennel Cough vaccines. It is the sole responsibility of the owner to provide proof of vaccines.

Medications/Supplements – By law, we can administer medications/supplements supplied to us in a veterinary/pharmacy bottle with current directions or supplements in original containers. As per State and Federal Government guidelines, we must follow dosing directions printed on the label. If dosing directions have changed since your last refill, owners must obtain an updated label prior to your pets boarding reservation. Please do not ask us to “bend” this policy for you; we are unable to make any exceptions. Additional charges apply for the administering of medications/supplements during your pets visit.

Feeding – We provide a premium quality holistic diet from The Pet Pantry for your pet. You may visit their website at www.feedyourpets.com for more details. Our selection (excluding canned food) includes chicken- or lamb-based dry foods, and a chicken-based dry puppy food. If you prefer, or if your pet requires food from home, please adhere to the following policy: All meals must be packaged in a sealed baggie, containing only one meal per baggie. We cannot accept outside food packaged any other way. Additional charges apply for feeding any/all outside food.

Bedding/Toys – We provide bedding for your pet. If you would prefer to bring bedding from home, we accept small baby type blankets, towels, and fleece squares. We request that you limit your pet’s toys to two (2) during their stay, we cannot accept small toys, tennis balls, Kong’s, or nylabones, etc. Do not bring any item from home you want/need back. While we make every effort to return all items brought from home, we do not guarantee return, nor offer any replacement for personal items.

Admission – Pets will be admitted during regular business hours only. The daily board rate starts at drop-off day, regardless of the drop-off time. Pets must arrive no later than 5:00 PM Monday through Friday. Late arrivals are subject to additional fees if any veterinary care, bathing, or special handling is required. An admission/emergency form is required for all pets in our care. Please allow plenty of time to fill out this form and understand the information being asked. Pets checked out Monday through Saturday prior to 12:00 Noon receive no charge for that morning’s care. ***** Pets checked out after 12:00 Noon (by our computer’s clock), or checking out on Sunday will be charged the full day fee for boarding. *****

Drop Off Hours

Monday through Friday	7:30AM – 12:00 PM 3:00PM – 5:00PM
Saturday	9:00AM – 12:00 PM 4:00 PM – 5:00 PM
Sunday	No Drop Off

Discharge Hours

Monday through Friday	7:30 AM – 12:00 PM 3:00 PM – 6:00 PM
Saturday	9:00 AM – 12:00 PM 4:00 PM – 5:00 PM
Sunday	Seasonal Hours

Bathing/Grooming – Boarding pets must be free of external parasites. Any pet found with fleas, ticks, heavy shedding, or just plain “smelly” will be bathed at the owner’s expense. If you would like your pet professionally groomed prior to discharge, Town & Country’s grooming staff is pleased to provide this service. To avoid any confusion on the type of hair trim you want for your pet, or if you need advice on skin/coat care, please speak directly to one of our groomers at check-in. Any pet scheduled for grooming during its boarding visit will be ready and available for check out by the 12:00 Noon discharge time, Monday through Saturday. If you need to pick up prior to 11:30 AM, please make arrangements prior to pick up with your pet’s groomer.

Seasonal Rates – Prices listed are for the first boarding pet, additional pets boarding in the same run receive a 10% discount off listed price.

Enclosures	Low Season	High Season	Holiday Season
Dog			
Reg. Run (4'X14')	\$35.00	\$38.00	\$41.00
Suite (10'X14')	44.00	47.00	50.00
Patio Suite	47.00	50.00	53.00
Cat			
Reg. Cat Cage (3'X3'X3')	\$24.00	\$27.00	\$30.00
Cat Condo (3'X3'X9')	34.00	37.00	40.00
Additional Activities		Additional Activities	
Nature Walk	\$8.00	Daycare	\$19.00
Play Time	\$8.00	Puppy Package	\$14.95/day
TV Sofa Time	\$8.00	Catered Care Pkg	\$14.95/day
Pool Time	\$12.00	Group Play Assesment	\$10.00
Pond Time	\$12.00	Group Play	\$14.95
Additional Potty Time	\$5.00		