

# At-Home Kennels Welcomes You!

Welcome to At-Home Kennels! Thank you for giving us the opportunity to be your pet's home away from home! At-Home Kennels has been of service since 1992 providing affordable, top quality animal care to all the pets in the wonderful city of Tucson. At At-Home Kennels (AHK), we take pride in providing a caring, friendly, clean, and safe environment for your pet. Our goal is for your pet to be excited to come in and you to feel at ease while you're away. Team members at AHK do their very best to work with each pet individually to encourage them to be as happy and as comfortable as possible during their stay.



Included in this packet is some information about our facility including requirements, policies, recommendations, and additional options. We understand that boarding your pet can be difficult and very emotional. We hope this packet will help to ease the transition into preparing for your pets stay with the use of recommendations and a checklist of items to bring from home. Thank you for becoming a member of our AHK family!

## Rate Policy

Rates are determined per pet and by weight for canines. You may drop off or pick up anytime during business hours. You are charged for the day of drop off regardless of the time of arrival. On the day of pick up **check out time is 10am**. If you pick up before 10am there is no charge for that day (after 10am is a full days charge). Our business hours are:

**Monday-Friday from 7am to 6pm, Saturday 8am-4pm, and Sunday 8am-4pm.**

Daycare is available anytime during business hours for \$10 per pet as long as drop off and pick up are on the same day.

\*Medication administration is an extra charge of \$3 per day per pet. There is only a charge for the days medication is administered.\*

For first time boarders, it is recommended that you bring your pet earlier in the day. This allows us the opportunity to spend some time helping your pet get adjusted before we leave at the end of the day.

Rates include:

- ❖ Food
- ❖ Bedding
- ❖ Bowls
- ❖ Toys
- ❖ Cat Litter
- ❖ Daily Off Leash Exercise for Canines

## Vaccination Policy

Vaccinations are the best way to protect your pet's health by decreasing the risk of infection. All our requirements are based on veterinary recommendations and local veterinary surveys. Additional research includes information from the American Animal Hospital Association and American Association of Feline Practitioners. Official documentation of current vaccinations is required to include the following:

### Dogs:

- Distemper-Parvo (1-3yr)
- 6-month Bordatella\*
- Rabies (1-3yr)
- Leptospirosis (1yr)

### Cats:

- Feline distemper (1-3yr)
- Feline leukemia (1-3yr)
- Rabies (1-3yr)

Vaccination duration depends on the vaccination given.

**Veterinary records or receipts with vaccination history are considered official documents.** Pet passports or handwritten records without vaccination vial stickers are unacceptable as documentation.

\*Canine Bordetella needs to have been administered within the last six months even if it was administered as a yearly. The six month requirement is due to the large amount of pet intake and is considered the best form of protection for your pet.

## Food Policy

At-Home Kennels proudly uses Grain Free Taste of the Wild formulas. Options include:

Dogs:

- Sierra Mountain Canine Formula with Roasted Lamb
- High Prairie Puppy Formula with Roasted Venison and Bison
- Pacific Stream Formula with Smoked Salmon
- Kirkland Can Dog Food (up to 1/2can per day)

Cats:

- Wild Canyon River Feline with Trout and Smoked Salmon
- Friskies Can Cat Food (up to 1/2can per day)

Kirkland can dog food and Friskies can cat food are typically provided as enticers only. If it is necessary for your pet to eat more than the permitted ½ can per day, your pet's own supply would need to be provided.

You may choose to bring your pet's normal diet if you wish. For any pet with severe food allergies, strict diet, or sensitive stomach, it is recommended to bring your own food. **Food items should be brought in plastic storage containers with a closing lid and labeled with your pet's name and last name.** Specific written instructions are always welcome.



## Personal Items

You are welcome to bring anything you would like from home to make your pet more comfortable. We will do our best to keep track of every item brought in with your pet, however, there is always the risk that something may get lost, damaged, or misplaced. AHK is not responsible for the loss or damage of any personal items.

Personal items may include food containers, bedding, toys, leashes, etc. Bowls are not recommended to bring unless necessary. We recommend that **all personal items be labeled with your pet's name and last name.** For first time pets that have never been boarded, bringing an item from home such as a worn, unwashed shirt helps the pet to settle in with a familiar, comforting scent.

We look forward to serving you and your pet!

## Optional Services/Activities(Additional Charge)

These additional services are available upon request. Take a look at all our options to help your pets stay be even more enjoyable!

- Full Grooming**- Scheduled by advance appointment only. A full grooming is your pet's spa treatment with our professional groomer. She will pamper your pet to the style you choose as she has done for the last 16 years. Whether you have a sheltie that needs a good brushing, bath, nails, or a standard poodle needing a summer cut, Michelle is available for you. She can even brush your pet's teeth or paint their nails!
- Standard Bath**- Team members will treat your pet to a satisfying cleanse to go home happy and smelling fresh!

*\*\*It is always recommended to schedule grooming or a standard bath service before your pet goes home. Standard baths are typically started after 10am requiring an afternoon pick up. Any pets groomed/bathed on the same day of departure will not be charged for the day regardless of the time of pick-up.\*\**

- Brushing**- Schedule a deep brushing with a standard bath or as a weekly treat!
- Nail Trim**- Not just for canines, but felines too!
- \$2 Scrambled Egg Breakfast**- Let us make your pet a plate of fresh scrambled eggs to start off the day! Eggs are collected fresh daily from poultry raised on the property. One plate consists of 2 fresh eggs.
- \$4Dog walking**- For additional exercise, we will take your pet on our unique dog walking trail!
- Transportation**- Had a long trip and would rather have your pet delivered? Our team will drop off or pick up your pets! Arrangements must be made in advance. \*Services may not always be available. Rates rely on location.
- After Hours Pet Pick Up/Drop Off**- Getting home after we close and can't stand to be home without your pet? We understand! Set up arrangements in advance and a team member will re-open just for you! \*Services may not always be available. Rates rely on time of re-opening.

Thank you for choosing At-Home Kennels! We enjoy what we do and we would not be here without you! We look forward to getting know your pet!

# AT-HOME KENNELS CONVENIENCE CHECKLIST

## CHECKLIST

- Vaccination records
- Boarding Contract
- Permission for Veterinary Care Form
- Emergency Contact Information
  
- Personal items (labeled)
- Food (closed container, labeled)
- Written instructions
- Medications

## REQUESTS

- |  |   |
|--|---|
| <input type="checkbox"/> Full grooming | <input type="checkbox"/> Scrambled eggs breakfast     |
| <input type="checkbox"/> Standard bath | <input type="checkbox"/> Dog walking                  |
| <input type="checkbox"/> Nail trim     | <input type="checkbox"/> After hours pick up/drop off |
| <input type="checkbox"/> Brushing      | <input type="checkbox"/> Transportation               |

# At-Home Kennels Quick Tips

## For 1<sup>st</sup> Time Boarders

- Check vaccination records for required vaccines
- Print/Fill out boarding contract in advance
- Allow time to fill out additional forms at drop off
- Bring a list of emergency numbers
- Print/Fill out AHK Convenience Check List
- Label all personal items with pets name and last name
- Put own food in plastic containers with closing lid and label
- Bring item from home that smells like home
- Plan pet drop off as early as possible in the day to utilize time for your pet to adjust
- Decide/Choose/Request any additional services or activities (bath before departure is always recommended)
- Save our number 722-3162 so you can check on your pet at any time
- Relax and enjoy your trip!

Thank you for choosing AHK as your pet's home away from home!