

BOARDING INFORMATION

Our kennel staff takes very seriously the responsibility of caring for your pets. Each pet is monitored throughout the day for any changes in behavior, health, appetite and over all happiness! Any changes are addressed with one of our veterinarians and recommendations from the veterinarian are put in place to ensure a good experience for each pet. They also make notes to ensure future visits are better than the previous visit.

A complimentary nail trim is included with each boarding canine/feline visit no matter the length of the stay. In addition, after a three night stay, a complimentary canine bath is done before your pet goes home. We try to make sure the pet has been bathed as close to his/her departure as possible. Please let us know your expected arrival time, so your pet is bathed, dry and ready to greet you. We do not bathe kitties during their stay.

We now have the capability of receiving text messages and sending messages. This will allow you access to the kennel staff during regular hours. In addition, they are happy to send you a picture of your pet during their stay. Text our office 850-994-0677.

Our staff aims to provide an environment that is as comfortable and relaxing as possible for your pet, but a change in routine can be stressful for anyone, person or pet, and some pets have a harder time adjusting than others. Your pet will be boarded in a private space by themselves or with one of their housemates as specified by you when making the boarding reservation. If your pet is known to become extremely stressed with new events, such as previous boarding stays, it is recommended that you schedule an appointment with a veterinarian at least a week ahead of a planned stay to discuss anxiety management options and to start trying these options at home prior to the stay to determine if that option is helpful to your pet.

Signs of stress may manifest in different ways from pet to pet while they are here. Some pets become visibly anxious when they are taken out of their comfort zone. Some examples of boarding-related anxious behavior may be identified by panting or drooling outside of situations that would normally trigger these responses, repetitive or compulsive actions that are abnormal for your pet such as pacing or excessive vocalization, abnormal elimination habits, restlessness, destructive behavior, or aggression, including toward housemates. If your pet is anxious while boarding, this may cause their appetite to decrease, may cause them to damage or destroy beds, blankets or toys in manners that they would not at home, and/or may result in stress-related diarrhea and/or vomiting.

We provide bedding for dogs and cats that board with us. Unfortunately, dogs and cats that have a history of destructive behavior toward bedding may no longer be provided certain, types of bedding during their stay. As a pet rips out fabric or stuffing from a blanket or bed, these pieces can become a choking hazard. If swallowed, these pieces may become an obstruction if not passed through your pet's stools. You are free to continue bringing your own beds and blankets for your pet with the understanding of potential damage to the items and the risk of choking or obstruction to your pet.

We want your pet to be comfortable during their stay, and sometimes part of that comfort lies in remaining close with their favorite housemate. We do offer the option for two or more pets to board together (dogs with dogs, cats with cats) as long as space allows; for instance, two Golden Retrievers wouldn't have room to stretch out if boarded together in our standard-sized run, but they'd enjoy being together in our deluxe run. We are happy to recommend the best space for your furry family.

With that in mind, we want you to understand that there are potential risks with two or more pets boarding in the same space. If one pet tends to graze all day and the other prefers to eat their meals immediately, it may be difficult to make sure that the slow eater is eating well. If two cats are sharing the same space, we may not know if one cat is not having regular or normal bathroom habits. If one pet is having stress-related diarrhea or vomiting, it may take us some time to find out which pet needs to be examined or treated.

When boarded together, your pet may not feel like they have space to separate themselves if needed to de-escalate a tense situation in a shared space. These situations may be caused by the pet's desire to protect a resource, such as guarding a food bowl, a toy, or a blanket, or may be the result of the other pet getting caught in a moment of excitement or aggression initially directed at a nearby pet. If we believe the safety of one or both of your pets are at risk, we will separate them and will recommend separate runs for future visits.