

**The Cat Doctor of Dover Boarding Policies**  
**(last updated March 30, 2025)**

**Prior to boarding:**

- Boarding of cats is a service provided for *established clients and patients only* of The Cat Doctor of Dover (CDD). This is so we can get to know your cat, his/her personality, needs, etc., prior to boarding in order to give him/her the best possible care during boarding. Also, we only have 6 boarding condos – room for only 6 cats at a time. An *established client and patient* has had at least one consultation and exam by a doctor at CDD in the last year (12 months).
- All healthy kittens and cats up to the age of 9 that are scheduled to board must be up to date on their annual wellness exams. This means that your cat has been examined within the last 12 months for wellness and determined to be healthy by a doctor at CDD. If your cat was sick at his or her last exam, he/she will need another exam to confirm he/she is now well prior to boarding.
- All healthy senior cats 10 + years that are scheduled to board must be up to date on their biannual (every 6 months) wellness exams. This means that your senior cat has been examined within the last 6 months for wellness and determined to be healthy. If your cat was sick at his or her last exam, he/she will need another exam to confirm he/she is now well prior to boarding.
- Cats of any age with serious medical illness or chronic health conditions must have an updated exam with 90 days of their scheduled boarding to confirm they are stable for boarding. We will also want to have an established plan for their individual care while in boarding.
- Exams, whether for annual, biannual, or sick, cannot be scheduled on the day you plan to drop your cat off for boarding or during the boarding stay for several reasons. 1) We cannot guarantee space in the appointment schedule the day your cat arrives or even during the boarding term. 2) If any abnormalities are found on the exam, boarding may be deemed inappropriate as your cat instead may require medical attention and more critical monitoring than can be provided in boarding. 3) At drop off, many owners have a strict travel atime schedule to maintain and may not have enough time to discuss new health issues/needed treatments/or even the necessity to find an alternative pet sitting plan if cat is sick.
- We also do not schedule dental prophies or surgeries during boarding stays for many reasons. 1) Cats are going to be naturally more stressed while in boarding. Stress causes immune suppression. Being immune suppressed may make them more susceptible to infections and/or have slower healing times. 2) If they do experience any problems under anesthesia/during surgery, we need immediate access to an owner to be able to make medical decisions. 3) Finally, we do not want your cat to associate their

boarding experience with the experience of a medical procedure. We want to make their boarding experience as stress free and pleasant as possible.

- All cats must be up to date with their FVRCP (feline distemper) and their Rabies vaccine, unless a doctor at the Cat Doctor has given an exemption for health reasons. Vaccines must have been administered by a licensed veterinarian. Vaccines administered by anyone besides a veterinarian are not recognized as valid by the State of New Hampshire.
- We do not allow boarding for more than 14 days at a time. Although the cat condos are comfortable, they are not large enough for long term stays. If you need longer than 14 days of cat care, we highly recommend an in house pet sitter.
- We encourage you to schedule boarding as far in advance as possible, as the boarding reservations do fill early.

#### **Drop off and pick up from boarding:**

- You are encouraged to fill out the boarding forms ahead of time so they are ready at drop off. Boarding forms can be found on our website for downloading and printing. If needed, we can email or postal mail copies. All requested information *must* be completed in and reviewed at intake with a Cat Doctor Dover staff member to confirm we understand all information provided.
- You are required to read our boarding policies, which can be viewed on our website or printed from our website. We keep a copy at the front desk as well. You will be required to sign the boarding admission form, which has the statement “I have read, understand, and will adhere to the boarding policies of The Cat Doctor of Dover.”
- We ask you to drop off cats for boarding between 9:00 am and 3:00 pm Monday – Friday. Boarding admission takes approximately 15-20 minutes, so please schedule your drop off time accordingly. We want to make sure all paperwork is complete, all questions and concerns are answered, and your cat is safely settled before you leave the premises.
- We ask clients to pick up cats before 4:00 pm Monday through Friday.
- There will be no admissions or discharges from boarding on weekends or holidays.

#### **During boarding:**

- Deluxe accommodations include lodging in our specially designed townhouses and monitoring by our kennel staff during the day. Your cat’s quarters are cleaned and sanitized at least twice a day. Fresh water will be available at all times. Meals will be fed twice daily. Your cat will be weighed at admission and have a nail trim performed before discharge free of charge.

- All boarding cats must be free of contagious external parasites, including but not limited to, flea, ticks, lice, and mites. If any parasites are found, we will treat with an appropriate antiparasitic medication at your expense. (If you have treated at home, you must fill in the type of parasite control and the date of the last dose given on the boarding admission form at drop off.)
- If anything abnormal is observed by the kennel staff or your cat experiences a medical need or an emergency during boarding, your cat will be examined by a doctor. We will make every attempt to contact you or your authorized agent to discuss our concerns as quickly as possible. If you cannot be reached, the doctor will use her discretion as to how to treat until you can be reached. All charges incurred in such situations are your responsibility.
- We require each cat in a family have their own condo, even if they get along well at home. 1) Being boarded is stressful for every cat because they have been removed from their home and their normal routine. Having to share a very small, unfamiliar space can make it worse. It is not unusual for two cats that get along well at home to not get along in boarding. Cats from the same family will have exercise and playtime together daily. 2) It is difficult for the staff to monitor individual food and water intake, eliminations, and who any vomit or diarrhea may belong to if two cats are in the same condo.
- We encourage you to bring your cat's regular food in enough quantity to avoid upsetting their GI tract and to minimize stressors while in boarding. If not provided, we will feed in house maintenance adult cat canned and dry food. If your cat eats a prescription or specialty diet, you must bring from home. Please be aware, we cannot feed any type of raw diet in our boarding facility nor do we have the capability of home cooking any meal items.
- If your cat takes daily medications or supplements, we can administer them during boarding. There is a daily fee for medication administration. You must list out each medication name, dose, how often given, what time of day given, and any specific directions (given in pill pocket, manually pill, crushed on food, etc.) on the boarding admission form. You must provide enough of your cat's necessary medications for every day of the expected boarding reservation. All prescription medications must be in the original containers with prescription labels. We do not accept prescription medication doses removed from their original container in Tupperware containers, baggies, etc. On the off chance a container has been mislabeled, a label falls off a container while here, or medications are spilled out of the container, there is no way for us to safely identify each medication. There is too much risk of medication being mixed up, given improperly, etc.

- Personal items from home are allowed to be used as comfort for cats in boarding. Be aware that these items may become soiled in boarding and may not be cleaned in time for pick up or occasionally items are lost.
- If your cat becomes stressed and/or becomes aggressive while in boarding, we will offer a calming /antianxiety supplement to be given every day. If the supplement is not enough, we will try antianxiety medication based on doctor's discretion. Cost for antianxiety supplements and/or medication is your responsibility.
- If we determine it is unsafe or too stressful for your cat to be boarded based on our view of their experience in our kennel, we will inform you and recommend your cat no longer be boarded in the future. We reserve the right to decline boarding reservations in any cats that we have previously recommended to no longer board. We generally will recommend in home pet sitting in such instances. This is for the safety and experience for your cat.