

ABOUT YOUR CANINE'S STAY AT CRITTER CAMP

The following information is provided as an accumulation of answers to frequently asked questions. Please carefully read this information, paying special attention to any sections which specifically pertain to your pet.

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Touring Our Facility and Setting Up An Appointment

We always encourage you to take a tour of any facility where you are considering leaving your pet. We do ask a few things from you regarding tours. Please plan to take a tour on a day **BEFORE** you bring your pet for the camping appointment, and please do not ask to go back to the kennel area with your pet when you are dropping off for the appointment. If you go back to the kennel area with your dog, then he/she will expect to see you back there during the stay. This can cause undue stress on your pet. We also ask your patience during holiday periods. We must concentrate all our energy and efforts into caring for the pets.

You may register and set up your appointment in two ways. The most convenient way (if you have access to the internet) is to go to our web site at <http://www.crittercamp.com>, click to the Online Reservations page, fill in the information, and click on send. The reservation will be immediately emailed to us, and, as long as you entered your email address correctly, you will be emailed a confirmation with our fax number and instructions for having the vet fax over your pet(s) current vaccination records. You may also call us and register over the phone.

For non-holiday periods, please be sure to register and set up your appointment in time enough to have your vet's office fax over the vaccination records. Once you and your pet(s) are registered and the vaccination records updated, if you have an emergency or an unexpected situation come up, you may call the same day you need to bring the pet in. You should register at least a month in advance for minor holidays (ie – Spring Break, Memorial Day, Independence Day, Labor Day, any other time where a three-day weekend might be given by employers). For the major holidays of Thanksgiving, Christmas, and New Year, we begin taking appointments in

June and July and fill up a couple of weeks ahead of the holiday. We then begin taking a list in case we have cancellations. The available space for dogs 40 lbs and over and for un-spayed and un-neutered pets is limited & fills up quickly.

Having Your Pet's Vaccination Records Faxed to Us

We prefer the vaccinations be faxed to us as the fax goes straight into our computer, reducing our paper files and giving us a permanent electronic file on your pet. Receiving the records prior to your pet's arrival will also allow us time to notify you if the vaccinations are not current or if a vaccination is missing. (Many times in the past, our clients have thought their pet's vaccinations were current because they hadn't received a notice from the vet. Upon receipt of the records, we found the vaccinations to be past due.) If you have a copy of the veterinarian's record and have access to a fax machine, you may fax them to us yourself at 806-655-6888 . We do not have a vet on Critter Camp premises; therefore, if you arrive and the vaccinations are not current on your pet, we have only three alternatives –

1. A Critter Camp employee must transport your pet to the veterinarian which makes himself available to us. You will be charged the standard visit and vaccination fees from the vet's office, in addition to a vet trip fee from Critter Camp.
2. You will need to take you pet to the veterinarian and have the vaccinations done.
3. We will not be able to keep your pet. Vaccinations are for the protection of your furry companion. If you have a geriatric pet, we will abide by your veterinarian's recommendation that your pet is too old for further vaccinations; however, your veterinarian's office must fax us a note stating such.

Please DO NOT ask us to make an exception if your pet's vaccinations have expired or we aren't able to verify them. At any given time, we may have several hundred appointments in our system, and it would be very difficult for us to constantly monitor which pets we have vaccination records on and which we don't. We, therefore, ask that you call us at least seventy-two (72) hours before you are to bring your pet to make sure we've received the vaccination records. The Rabies and DHPPLC must be current.

If we have not received the vaccination records by the time you arrive with your pet(s), we will attempt to call the veterinarian's office for you. There will be a charge added to your invoice for this service on a local vet and more for a long-distance vet. If we are unable to reach your veterinarian and confirm the vaccinations, or if we do reach your veterinarian but the vaccinations are not current, you may opt for one of the three choices above.

Once you are registered with us, just have your veterinarian's office fax over the current records whenever you have them done – even if you aren't planning to board with us in the near future. That way, if you ever have an emergency or unexpected trip, all of our records will be updated and current.

Wellness Pet care Program

Each pet, staying overnight or longer, is enrolled automatically in our Wellness Petcare Program. This program is designed to cover expenses related to illness or injury which occurs

while your pet is in the care of Critter Camp. If your pet becomes ill or injured while here, due to the visit, we will take to a vet (yours, if possible, or whichever vet is available if not) and absorb up to \$200.00 for the cost of treatment.

The following are **NOT** covered by this program:

* any pre-existing illness or condition (including pregnancy and covers neither the mother nor puppies/kittens) (Please see special section on **Pregnancy**)

* the canine illnesses parvo and distemper (Please see special section on **kenneling Puppies**)

* any illness, injury, or death resulting from a pet's geriatric condition (Please see **Geriatric and Special Needs Pets** below)

* any form of tracheobronchitis such as canine cough, kennel cough, parainfluenza, etc., and any stress related flair-up of giardia (Please see the in-depth information contained in this brochure on these types of illnesses.) * any injury incurred between pets from the same family

* any pregnancy and/or injury incurred by a female in heat

In **ALL** cases of illness or injury, Critter Camp will obtain immediate and comprehensive medical treatment, but expenses for those conditions not covered by the Wellness Pet Care Program will be the sole responsibility of the pet's owner.

Critter Camp strives to create the safest and healthiest environment your pet can enjoy away from home. We require all pets to have verifiably current vaccinations, both those required by law and those required to protect a pet's health. The most important point here is that we will **NOT** accept a pet who is visibly and contagiously ill for boarding or grooming.

We do encourage socialization between our campers - meaning pets of approximately the same size, temperament, and activity level are introduced to each other and allowed to play together. Our policy is to closely watch our campers for any sign of "not getting along" and make sure your pet is put only with compatible friends. Owners, however, should be aware that dogs play with their mouths like kids play with their hands, and it's impossible to make a 100% guarantee your dog won't come home with scratches or tooth marks.

Unique Aspects of Kenneling at Critter Camp

Critter Camp is unique in several different ways from other kennels. The first difference is that we do not kennel our canine clients in cages. We provide twenty-five foot runs, a portion of which is the pet's "house," where the bedding, food, and water are located. There is a doorway to the outside portion of the run, which is also covered – so even if it rains, etc., your pet can go outside to get a breath of fresh air and still be out of the elements. The second difference is that we provide a community play atmosphere. With the exception of a very few breeds, we match dogs according to size and activity level in order for them to socialize while at camp. This relieves the negative stress dogs often experience at other kennels, where they remain in a cage for most of the time and where they may only be walked once or twice per day. The dogs who stay at Critter Camp get as much outside playtime as the weather allows.

While being a member of the PCSA (Pet Care Services Association) is a standard membership for a kennel facility, Critter Camp is the only VFA (Voluntary Facility Accreditation) certified kennel in the Texas Panhandle and one of only seven in the State of Texas. The accreditation is through the PCSA. PCSA members come to our facility to perform an inspection, and we have certain things in the areas of cleanliness, safety, security, policy, and procedure which we must do in order to maintain that certification. Most kennels don't want people inspecting their facilities, and this attitude may be apparent in how willing a kennel is to give a thorough tour of their facility. This should be a measuring stick of whether or not you should kennel your pet there.

A copy of PCSA's Code of Ethics and Boarded Pet's Bill of Rights is on display in Critter Camp's front office and available through a highlighted link on our web site at www.crittercamp.com.

Critter Camp is also different from many other kennels in that we ask you **not** to bring beds, blankets, toys, bowls, etc. The reason we have this policy is that bringing items from home

has exactly the opposite effect than you think. Your scent and the scent of others who may be in your household are very strong on your pet's belongings. If allowed to have these things while staying with us, your pet will be able to smell your scent strongly and become confused and depressed because he/she can't find you or other members of your household. You may have heard people who say they've had a friend or family member sit the dog either at home or at their house that the pet will usually appear depressed and not eat while you're gone. Also, a pet may become aggressive to other dogs and our kennel techs, feeling he/she must protect the belongings. Critter Camp provides beds, blankets, toys, and food/water bowls. That way, our scent is on the items, so your pet doesn't smell you and doesn't have anything to protect.

Bring Your Food

Our observation has shown that your pets do better at Camp when they have their food from home. Unfamiliar food may mean your pet does not eat as enthusiastically here as at home, and a change in diet can cause gastric distress. Our goal has always been to keep your pets as happy and healthy here as at home.

Critter Camp would like all our clients to bring your pet's own food with you to Critter Camp when your pets come to stay. We will provide your pet with our own mixture of food in the event you forget your food.

We do ask that you bring the food in a sealable container (i.e –Tupperware, Rubbermaid, coffee can, popcorn tin, etc). We are trying to get away from bags of any kind as they tend to break and spill. If you bring your food in the original bag, you **may not** receive any food back. Please bring us a little more food than your pet might need for the same period of time at home as some of the pets become excited and will tip over the food bowl, spilling the food. Even if we've just cleaned the run, we will not put the food back into the bowl; we'll refill it with new food. Please understand that your pet won't eat on the same schedule while at Critter Camp. The pets will play as much as possible during daytime hours (as much playtime as the weather allows). They are brought in during late afternoon for feeding and preparing for bed. Their food is available until the next morning. Most dogs won't eat in the morning as they know it's time to go out for play.

Geriatric and Special Needs Pets

At Critter Camp, any large dog 8 years of age or older and any small dog 10 years of age or older is considered a senior citizen. Whether or not to kennel an elderly pet is a difficult decision. They tend to be more set in their ways, meaning a change in environment will be more disturbing. Age may also bring about a weaker immune system, a higher stress level, and sometimes reveal hidden medical conditions. Generally, senior citizens do well when camping as they get to enjoy reminiscing about the old days with friends their age and aren't "bothered by those young whippersnappers" who are playing together. Sometimes, however, an older pet may have a more difficult time making the change from home to the camp, displaying an increased stress level. Upon returning home, extreme and prolonged lethargy, diarrhea, vomiting, and/or shock-like symptoms may be present. The stress of being away from home may not only exacerbate an existing health problem but can cause a hidden illness to surface. Pets which are deaf and/or blind or which have a severe illness may experience extreme disorientation when out

of the home environment. As owner, you will be asked to fill out a Geriatric and Special Need Contract which will outline your wishes should your pet become seriously ill and/or pass away while staying at Critter Camp. If you are reading this prior to registering or bringing your geriatric dog to board, please call and talk to a Critter Camp employee about having us fax or email you a copy of the Geriatric and Special Needs Contract before you bring your pet. There are difficult issues to consider in the contract and trying to make those type decisions when you're trying to leave town can be very upsetting.

Upon request or upon determination by Critter Camp's kennel manager, geriatric pets or pets needing special medical attention are given special care through our TLC program, for an additional fee per day. If you feel a social situation isn't the circumstance for your pet, you should re-evaluate where your pet will best be kenneled.

In addition, if extreme age and/or a medical condition pertain to your pet, you should always consult your veterinarian before boarding. While Critter Camp has access to off-site veterinary care when necessary, we do not have a veterinarian on our premises. Diabetic pets pose an especially difficult problem in that the dose of insulin you are used to giving the pet may not be what is required in the high stress environment of a kennel. We highly recommend you kennel your pet at a vet if a health- (diabetes, seizures, etc.) or age-related debility exists, especially when the pet requires close observation and monitoring of its condition/medications. Critter Camp is very knowledgeable in caring for senior pets with special needs but we are not a Vet. we are real careful in following yours and your Vets instructions on the care of your pet .

Kenneling Puppies

Those sweet, bouncing bundles of joy that are the young four-legged babies in our lives have very special needs in order to maintain their health and well-being. The "puppy vaccinations" are the series of shots a puppy receives beginning between six (6) and eight (8) weeks of age. Contrary to popular belief, the puppy shots DO NOT have a cumulative effect, meaning that each shot DOES NOT help the vaccine to "build up" in the puppy's system. A puppy receives its initial immunity from its mother. Assuming the mother was in good health and properly vaccinated, a puppy receives immune boosters from its mother while nursing from birth to weaning. As soon as the puppy is weaned, the mother's immunity begins to dissipate. The series of vaccinations is done in order to catch the period when the mother's immunity completely disappears and the puppy's own immune system takes hold. There is no way to determine when this switch will occur. While we do not recommend boarding a puppy before four (4) months of age, Critter Camp will board a puppy as young as eight (8) weeks old - as long as it has had a vaccination no longer than thirty (30) days before being brought to Critter Camp, and, per the vet's records, the next vaccination is not due until AFTER the puppy's visit at Critter Camp is over. We want you to be aware, however, that this young a puppy kenneled in ANY facility prior to four (4) months of age and/or before all puppy vaccinations have been administered is at a high, increased risk of contracting Parvo and Distemper. Adult dogs can carry the viruses on their hair and feet. You will be required to sign a waiver stating your understanding of the situation. Please speak with a Critter Camp representative to discuss this situation further.

Boarding Intact Males Or Females who are in Heat or Pregnant

Females in heat exude pheromones which may incite others into a heightened agitated state. Other females (spayed or not) may become competitive and aggressive, and males (neutered or not) may be driven by their innate sex drive to compete with other males. Some sources say a male dog can smell a female in heat up to six miles away. This situation creates a very stressful environment for all pets kenneled at that time.

Nightly boarding rates are higher for intact males and females due to the additional care and supervision they require. Females in heat incur a per night special care fee, in addition to the nightly boarding rate. Critter Camp offers a discount program for those wishing to have their pets spayed or neutered. If you take your pet to be spayed/neutered and then bring your vet invoice to Critter Camp, we will give you Critter Camp Bucks, coupons worth \$10.00 each, for up to \$50.00 of the spay/neuter cost. These coupons can be used for services (boarding, daycare, or grooming) at Critter Camp. Limit one coupon per visit.

Critter Camp highly recommends you not kennel any pregnant female, especially one who is two weeks or less from whelping/queening. Most females prefer a dark, quiet space in which to have their babies, and a kennel is far from either of these. The stress of a kennel stay while pregnant may cause an early delivery or difficult birth, and the presence of unfamiliar animals and people may cause the mother to eat her babies. In addition, even the most people-friendly animal may not allow anyone into the kennel to assist with a difficult birth or simply to clean. A normally enjoyable kennel atmosphere becomes a danger to both mother and babies. The fee for whelping/queening (whether successful or not) is \$200.00, in addition to the regular boarding fees and any veterinary bills incurred. The owner must sign a waiver releasing Critter Camp from any liability for the welfare of both mother and babies.

Infectious Tracheobronchitis (Canine Cough)

Like humans, dogs can catch the flu or a cold, and Infectious Tracheobronchitis (ITB), once called "kennel" cough, is the most misunderstood illness in dogs. ITB is a highly contagious upper respiratory disease which spreads by airborne contagion. Your dog will generally receive a vaccination for Parainfluenza and Adenovirus Type 2, the two most predominant viral forms of ITB, in the yearly combination vaccination given by your veterinarian. Bordatella bronchiseptica is the bacterial form of the disease, and, although it has been shown that contracting Bordatella by an "indoor only" dog is possible, most vets prefer to vaccinate only if the dog is to be kenneled.

The incubation period for ITB is roughly 3 - 10 days. The main symptom is a gagging cough. Because its throat is raw, your dog believes there's something stuck in its throat, therefore, "the cough"—the dog is trying to "dislodge the foreign object." The cough may be accompanied by sneezing and nasal discharge, which can last anywhere from a few days to several weeks. Although this cough is very annoying, it doesn't usually develop into anything more serious; however, just as with the flu in humans, ITB can lower your dog's resistance to other diseases, making him/her susceptible to secondary infections. The viral forms of the ITB are not "cured" but must run the course. Many times, antibiotics will be prescribed to prevent

secondary infection, and sometimes cough suppressants (i.e., Robitussin or generic equivalent) will be recommended to reduce excessive coughing. These medications; however, do not attack the disease itself. Only with Bordatella will an antibiotic directly affect the contagion. Always consult your veterinarian and observe your pet closely to avoid complications.

Can a kennel prevent your dog from catching one of the 100 different strains of viruses causing ITB and the Bordatella bronchiseptica bacteria? No. Since viruses and bacteria can be present anywhere and can travel for considerable distances through the air, they can affect any dog—even one which never leaves its own yard. Though reputable kennels require the general vaccinations for these diseases (specifically the Bordatella vaccine and standard combo vaccine) and religiously clean and disinfect the living and play areas for their canine visitors, no amount of supervision, sanitation, or personalized care can prevent a dog from catching an airborne virus or bacterium. In addition, a reputable kennel will refuse to board an obviously sick dog; however, a dog with parainfluenza may exhibit no symptoms, yet will be very contagious.

False Canine Cough

With so many new friends to play with and exciting things to explore, your dog may have a tendency to bark much more while kenneled than at home. Dogs will “talk” to each other in the runs and the yards. This more- than-usual communication can strain a dog’s throat and make it slightly raw. When your pet gets home, normal routine will set in, and the strain on the throat will ease up; however, it will take a couple of days for the soreness to fade. During this time, your dog’s throat will (as with true canine cough) feel like there’s something stuck in it. Your dog may cough, trying to “dislodge the foreign object.” A cough suppressant (i.e. – Robitussin) will help to soothe the throat, and the cough should dissipate or be completely gone in 2 to 3 days. If the cough persists longer than 3 or 4 days, consult your veterinarian.

Giardia

Giardiasis, an infection caused by a parasite, can be remarkably easy for your pet to catch: Take your dog for a walk in the park, or even in your neighborhood, and just one lap of contaminated water in a puddle or a bite on a contaminated stick is all it takes! Your pet can contract this disease by drinking out of a stream or other contaminated water, licking its paws after walking over ground or concrete infected with Giardia cysts, or through direct contact with an infected animal. The parasite is spread in the stool and can occasionally be passed on to you and other members of your family. Giardia is extremely hard to diagnose because the presence of the encysted form of the parasite appears only occasionally in the stool of the infected dog. Veterinarians often have to do several stool sample tests before getting a positive result. Not all dogs carrying the parasite have symptoms; therefore, a dog can unknowingly have the parasite before going to a kennel. Since the kennel environment produces much higher levels of adrenaline, activity, and stress, a dog's immune system may suffer a reduction in strength, enough so that, if the Giardia parasite is dormant in the intestinal tract, it will flourish into the full infection. Your veterinarian can prescribe the proper medication for a Giardia outbreak.

Having Your Dog Bathed Before Going Home

Having your dog bathed before you come to pick him/her up is optional, although highly recommended. While in the twenty-five-foot run, the majority of dogs will go on the outside portion of the run to potty; however, in running back and forth in the run, the babies aren't mindful of where they run. The same thing happens out in the play yards with your pet and all of his/her friends. Your baby can come home with a very strong odor on fur and feet. Depending on the weather and behavior (many dogs like to play in their outside water buckets), your dog may come home covered in mud. We, therefore, recommend you allow us to bathe your dog before picking him/her up. If you opt to not have your dog bathed, we suggest you bring a towel or blanket (depending on the size of the dog) to cover the seat in your car. It's much easier to bathe the dog than to get the bad odor out of the upholstery in your vehicle.

Pet Lag – What To Expect When You Get Your Baby Home

Your pet is a tornado at home - running here and there - up on this - around behind that! You're worn out by the end of the day. Then, you get a break to take a trip, and it's time to bring your baby to camp. You feel it's only right to warn the poor kennel techs just what they're getting into. No matter how energetic your pet is at home, (s)he'll be much more excited and a lot more active while staying at Critter Camp. Having new friends to play with, many smells to savor, and lots of new places to explore, your baby's adrenaline level will be much higher than at home. All of this combined will make for a VERY tired pet when you get home. Many parents report their pet sleeping anywhere from 24 to 72 hours after returning home, getting up only to drink a little, maybe eat a little, and go potty. This is what Critter Camp calls "pet lag," and it's perfectly normal. Your pet has expended a lot more energy while camping than it ever will at home. Tired, happy to be home, and comfortable in familiar territory, your baby just wants to rest up from vacation. Allow time for your pet to settle back into the home routine.

The opposite of pet lag is an exaggerated appreciation to be back in the home environment. Your first inclination will be to allow your pet to eat and drink as much as it wants as soon as you get home. **PLEASE** limit the initial intake of food and water to ice chips and about a cup of food about 3 or 4 times over the first 24 hours. If you allow your pet to gorge on food or drink an excessive amount of water, the result can be vomiting and diarrhea. Also, if you are serviced by city water, your pet may experience slight diarrhea after returning home because of going from city water to the well water at Critter Camp and back to city water. This should only last for a couple of days, just long enough for your pet's system to adjust to the changes. Giving your pet a little Kaopectate will help with any diarrhea which may occur until his/her body readjusts to being at home.

Critter Camp diligently does everything possible to prevent illness and/or injury from occurring in our guests, and we request any owner finding signs of illness or injury, after picking up from our facility. Your input on your pet's stay is very important to us and helps up continually improve our service to you.

Thank you for your interest in Critter Camp.

For PRICES, please download our current PRICE LIST.

PLEASE NOTE !

Critter Camp's Office hours of operation are 8 AM to 6 PM on Monday thru Friday (except major holidays), and Saturdays 8 AM to 5 PM.

Our office is closed to the public on Sundays & major holidays.

Even though our office is close on Sundays and Holidays our kennel staff are on duty taking care of the pets. we do bed checks after hours and are always “popping in” and checking on their well being. We also have security cameras and an alarm system to monitor the safety of both your pet and Critter Camp. We also have employees and the owner who lives on the premises too. Our main concern is your pets safety.

On regular days of operation, you may drop off or pick up (if your pet is NOT getting a bath) as early as 8:00 AM. We respectfully request your cooperation.

Critter Camp Spay/Neuter Incentive Program

Critter Camp offers an incentive program for our clients who are willing to have their pets spayed or neutered. When you have your pet altered, bring your veterinarian invoice to Critter Camp, and we will issue you **Critter Camp Bucks** for the amount your vet charged for the spay or neuter procedure up to \$50.00. **Critter Camp Bucks** are coupons worth \$10.00 which may be used toward boarding or grooming charges at Critter Camp. Each coupon is good for one visit and may not be combined with any other coupon or promotion.

A spayed or neutered pet enjoys a more well-rounded visit at Critter Camp, being able to enjoy playtime with a wider variety of friends. Spaying and neutering also has long-term health benefits for your pet and helps to curb those "unexpected" pregnancies so often seen when intact males climb or jump residential fences to get to intact females in heat.

Critter Camp appreciates your willingness to help in the gross overpopulation problem rampant in Amarillo, Canyon, and the surrounding area.

Thank you for spaying and neutering your pets!