



15 WILLIAMS ROAD, PILESGROVE NJ 08098
(856) 769-5471

WELCOME TO JOYFUL ACRES! CHECK-IN/CHECK-OUT HOURS

Monday - Saturday:

8-10 am & 4-6 pm

Sunday:

4 pm-6 pm

***We are using a curbside drop off and pick up system,
please pull in front of the door when you arrive.***

Please note: Time outside of these hours is spent caring for our guests. Our facility is closed for several hours in the middle of the day. Being away from home can be stressful for pets, we find that the mid-day quiet time allows the dogs to rest and reduces anxiety.

WHAT TO BRING FOR YOUR PET'S STAY

- Your pet's **regular food** (enough for his/her entire stay). We are happy to freeze, refrigerate, or heat your pet's food as needed. ***Please do not bring your dog's bowls.*** We use our own bowls and we wash and sanitize all bowls after each use.
- Any **medications** that your pet will/may require in ***original bottle*** along with any items needed for medication administration (peanut butter, cheese, pill pockets, etc).
- **Treats** (optional) *No rawhides, bully sticks or pigs ears, please.*
- **Bed or blanket** (optional, we will provide blankets for pets without them). Please do not send your best, pets can be more destructive in a kennel setting than they would typically be at home.
- **Toys** (optional) We also have toys available for purchase.
- **Paperwork:** A copy of your pet's **vaccination record** from your veterinarian. Guests must be up-to-date on rabies, distemper/parvo and Bordetella (kennel cough) vaccinations. We may already have it in the system, but it is better to be certain and have it with you! New customers or returning customers with new dogs should bring a completed **boarding agreement** which can be downloaded from our website. If you sent it in via email, please bring the original, if possible.

OPTIONAL SERVICES & TREATS

We have a variety of optional services for you to add to your pet's boarding experience, if you choose. Please let us know if you would like to add any optional services. Please see our website for more information.

Options include:

- Exercise options (Trail Walk \$10, Leg Stretcher Walk \$6, Play time \$8)
- Extra Cuddles (Cuddle session \$8, Tuck-in Service \$5)
- Exit Baths (cost varies, depending on size of dog and type of coat). Daily Brushing (\$8 for 15 min)
- Meal Add-ons (Scrambled egg \$2, burger or chicken breast \$4, stuffed Kong \$3, doggie ice cream \$3)



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MEDICAL POLICY & MEDICATIONS

Please let us know at check-in if your dog has any medical issues. **It is critical that you let us know if your dog eats toys, blankets, sticks or rocks so we can adjust our protocols to keep your pet safe.** In the rare event that your pet should require medical attention while in our care, every effort will be made to contact you, your veterinarian on record, and your emergency contact person for instructions. Joyful Acres, in its sole discretion, may engage the services of a local veterinarian or an emergency animal hospital for evaluation, regardless of the instructions on the pet's profile form. If you have questions or concerns about how we might handle an emergency situation with your pet, please call us to discuss your specific situation or talk with us at check-in. While most dogs do not have an issue, gastrointestinal upset (usually in the form of loose stool) is common for dogs in a kennel or upon returning home. An article about this common problem can be found at www.dogsupsetstomach.com/dog-upset-stomach-after-boarding/. Please do let us know if your pet becomes ill after returning home, though. We want to talk with you about it and make sure that if there is an illness that we take additional precautions to stop it from spreading.

If your pet is taking any medications, be sure to bring them in the original bottle. This ensures that we can provide accurate information to a veterinarian in the event of an emergency. It is helpful if you can provide clear written instructions for administering your dog's medications. Please also bring with you anything needed to administer the medication (i.e. cheese slices, pill pockets, etc). While we do have some strategies for getting pets to take their medication, it is helpful if you let us know how the pet is used to taking the medication willingly. We would prefer for your pet to get his/her medication in the least stressful method possible.

FINANCIAL POLICY

Payment in full is due when you pick up your pet. Pets are charged for arrival day regardless of time checked in. Pets are charged for departure day unless they are picked up prior to 10 am. We accept checks, cash and credit cards for payment. There is a \$25.00 service charge for returned checks. A deposit may be required for long term reservations or from customers who have cancelled previous reservations without 72 hours notice. Shortened stays may incur charges for the full reservation, as we were holding that space for your pet(s). While we do not charge a cancellation fee, we ask that you let us know as soon as possible if your plans change. Repeated cancellations, especially without 72 hours notice, may impact future reservations.

THANK YOU FOR TRUSTING US TO CARE FOR YOUR PET!



We do our best to answer the phone during our business hours. **If you get our voice mail, please leave a message and we will return your call!** Our lobby can be a busy (and barky) place and we want to be able to give you our full attention when we talk with you! We frequently return calls outside our posted lobby hours.