



# Prices and Policies

AVIAN AND EXOTIC INN

317-879-8633

9330 Waldemar Rd.

Indianapolis, IN 46268



Hello!

Thank you for choosing to board your pet with us here at the Avian and Exotic Inn!

Your pet's safety and well-being is our top priority! We strive to treat your pet like they are our own and our staff of Boarding Assistants work hard every day to provide a stress-free stay for your pet.

Please let us know if there is anything that we can do to make your pet's stay even better.

If you have any questions or concerns about your pet's upcoming stay, please do not hesitate to reach out!

Thank you!

--Brie

Brianna Worrell, RVT  
Boarding Supervisor  
Avian and Exotic Inn

9330 Waldemar Rd.  
Indianapolis, IN 46268  
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Before you drop off your pet, please review our boarding policies and prices below:

- Boarding Reservations/Holiday Seasons p. 4-5
- Dropping-Off Your Pet p. 6
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*All pricing and policies in this book are subject to change and will be updated as soon as possible. We encourage you to read through this book before each of your pet's stays in case pricing or policies have changed. Prices and policies will also be up-to-date on our website.*



## RESERVATIONS:

We encourage you to call and make your pet's boarding stay reservation as soon as you know the dates of the stay. We have limited space and fill the facility quickly, especially during holiday or vacation seasons (see page 5).

## RESERVATION FEE POLICY:

All boarding stays require a \$27 deposit per cage space at the time of placing a reservation. \$54 deposits are required during high-traffic or holiday seasons. This is due to many last minute or same-day cancellations of boarding stays. The \$27 (or \$54) will be put towards your boarding invoice at the end of your pet's stay. If you do cancel your reservation the \$27 deposit (or \$54 deposit during high-traffic/holiday seasons\*--see calendar on next page) will be posted as a cancellation fee.

## POLICY FOR CANCELLATION:

If a boarding stay is canceled within 48 hours of the scheduled drop-off time the owner's reservation fee will be taken as a cancellation fee.

This policy is due to the high demand of our cage spaces and frequent last-minute cancellations for boarding stays.



## HIGH-TRAFFIC AND/OR HOLIDAY SEASONS FOR AEI

(Require a \$54 deposit at reservation)

January (New Years' Holiday): 1<sup>st</sup>-3<sup>rd</sup>

March (Spring Break): 10<sup>th</sup>-31<sup>st</sup>

April (Spring Break/Easter): 1<sup>st</sup>-16<sup>th</sup>

May (Summer Break): 14<sup>th</sup>-31<sup>st</sup>

June (Summer Break): 1<sup>st</sup>-30<sup>th</sup>

July (Summer Break): 1<sup>st</sup>-23<sup>rd</sup>

September (Labor Day Weekend): 1<sup>st</sup>-5<sup>th</sup>

October (Fall Break): 12<sup>th</sup>-27<sup>th</sup>

November (Thanksgiving): 16<sup>th</sup>-27<sup>th</sup>

December (Christmas/New Years' Break): 14<sup>th</sup>-31<sup>st</sup>

\*Yellow highlighted areas indicate high-traffic or holiday seasons for the Avian and Exotic Inn.

# 2018

January							February							March							April						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	1	2	3	4	5	6			1	2	3					1	2	3		1	2	3	4	5	6	7	
7	8	9	10	11	12	13	4	5	6	7	8	9	10	4	5	6	7	8	9	10	8	9	10	11	12	13	14
14	15	16	17	18	19	20	11	12	13	14	15	16	17	11	12	13	14	15	16	17	15	16	17	18	19	20	21
21	22	23	24	25	26	27	18	19	20	21	22	23	24	18	19	20	21	22	23	24	22	23	24	25	26	27	28
28	29	30	31				25	26	27	28				25	26	27	28	29	30	31	29	30					
May							June							July							August						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
		1	2	3	4	5				1	2		1	2	3	4	5	6	7			1	2	3	4		
6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14	5	6	7	8	9	10	11
13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21	12	13	14	15	16	17	18
20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28	19	20	21	22	23	24	25
27	28	29	30	31			24	25	26	27	28	29	30	29	30	31					26	27	28	29	30	31	
September							October							November							December						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
						1		1	2	3	4	5	6				1	2	3							1	
2	3	4	5	6	7	8	7	8	9	10	11	12	13	4	5	6	7	8	9	10	2	3	4	5	6	7	8
9	10	11	12	13	14	15	14	15	16	17	18	19	20	11	12	13	14	15	16	17	9	10	11	12	13	14	15
16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24	16	17	18	19	20	21	22
23	24	25	26	27	28	29	28	29	30	31				25	26	27	28	29	30	23	24	25	26	27	28	29	
30																					30	31					



## DROPPING OFF YOUR PET FOR HIS/HER STAY:

You may drop off your pet for boarding up to one hour before close each day we are open. We ask for this so that our staff has time to examine, set-up, and monitor your pet as he/she acclimates to his/her new environment.

**Your pet(s) must come in a secure, enclosed carrier.**

### Drop-off times:

Monday: 8:00am-5:00pm

Tuesday: 8:00am-5:00pm

Wednesday: 8:00am-12:00pm; 2:00pm-5:00pm+

Thursday: 8:00am-5:00pm

Friday: 8:00am-3:00pm

Saturday: 8:00am-2:00pm

Sunday: Closed

\*\*We are not open on national holidays.

+We are closed from 12pm-2pm on Wednesdays for all-staff training.

Please do not drop off between 12pm-1pm, this is our staff's lunch hour.



## BOARDING PRICES:

(Prices are per night)

### Mammal:

Rabbit: \$16.25  
Small mammal: \$13  
Sugar Glider: \$16.25  
Hedgehog: \$16.25  
Ferret: \$27\*\*  
Large Mammal: \$27

### Avian\*:

Finch, canary, budgie (X-small bird): \$13  
Cockatiel-Conure (size range/small bird): \$16.25  
Quaker-African Grey (size range/medium bird): \$19.50  
Amazon-Cockatoo (size range/large bird): \$21.50  
Macaw (X-large bird): \$27  
Poultry/Waterfowl: \$32.50

\*If you do not see your bird's species listed here, their boarding charge will be based on their species' size which is determined by the Boarding Supervisor.

### Reptile

Small reptile: \$13  
Large reptile: \$27  
Aquatic turtle: \$19.50

Additional pet in the same cage: ½ regular rate per pet

+Higher-Risk Boarder: Extra charges may apply for boarders who are more difficult to handle or require special care.

\*\*Ferrets are required to have at least one playtime during their boarding stay due to their high energy and need for stimulation.



## DISCOUNTS:

**Extended Stays:** If you board your pet with us for fourteen (14) or more consecutive days, a 20% discount to your boarding stay will be applied. The 20% discount applies only to the boarding night charges. All extra charges, such as playtimes, e-mail updates, etc. will remain at full price.

**AEAC Loyalty Card:** At your next drop-off, be sure to request an "AEAC Loyalty Card". Bring it to each pick-up and punches will be applied to your card for each night your pet boarded with us. Reach fifteen (15) punches and you earn a free night to be applied to the current stay or saved for the next stay!

\*Limit to one card per family

\*\*One punch per night of boarding per family (not per pet).



## EXAMS:

### Boarding Admission Exam:

**What is a BAE?** The Boarding Admission Exam (\$16.25) is performed by a DVM and is a thorough physical exam of your pet. This is to ensure that there is no obvious health issues with your pet. Your pet is then officially admitted into the boarding facility after passing the BAE. At minimum, a BAE will be performed on your pet every time they come to board with us.

**Why is it necessary to get an exam?** It is the policy of the Inn that for the safety of all, we will only board healthy pets. The DVMs at the clinic have determined that a thorough physical is the best way to determine if your pet is healthy enough to be in boarding.

**My pet is up-to-date on its annual, why do I need a BAE?** Since illnesses are easily hidden by our patients and can manifest quickly, we want to ensure that your pet is healthy at the time of its boarding stay. We also want to make sure that any pets that are around your pet during his/her boarding stay are healthy.

If, for some medical reason, your pet does not pass the BAE, you will be notified via telephone and arrangements can be made to board your pet in the hospital for his/her stay.

### Annual Exam:

If your pet is not up-to-date on his/her annual exam at the time of his/her boarding stay, an annual exam (\$72) will be performed instead of the BAE. Annual testing for birds will be performed at the owner's request.



## A LA CARTE OPTIONS:

A variety of extra treats are available for your pet during its stay.

\*Not all services are available on the day of check-in/check-out, Sundays, or holidays.

### Individual Services:

- Playtimes (Minimum of 30 min.): Bird: \$21.50, Mammal: \$16.25, Higher-Risk Boarder+: \$21.50 \* (Price is per playtime: you may request more than one playtime/day)
- Medications/treatments: \$5.50/treatment
- Nail trim: \$11-\$18.25
- Wing trim: \$11
- Photo E-mail Update: \$5.50/day \*
- Daily brushing/groom/dust bath: \$5.50/day
- Foraging toy: \$5.50/day
- Special boarding toy: \$6.50 (+ tax)

### Deluxe Suite Stays:

These may be purchased for the entire stay or select days. Deluxe suite stays are charged per day.

### Mammal Luxury Suite:

Small: \$43.50/day, Med: \$49/day, Large \$56.50/day

Daily\* Out-of-Cage Playtime

Daily Coat Brushing/Groom/Dust Bath (species specific)

Daily\* email with brief update and photo

Nail trim\* (as needed, by request)

Daily morning and bedtime treats

Daily foraging toy



### Parrot Luxury Suite:

Small: \$54/day, Med: \$65/day, Large \$70.50/day, X-Large: \$81/day

Daily\* Out-of-Cage Playtime  
Daily Bath/Spray Down (by request)  
Daily\* email with brief update and photo  
Nail/wing trim\* (as needed, by request)  
Daily morning and bedtime treats  
Daily foraging toy

### Reptile Luxury Suite:

Small: \$50/day, Med: \$60/day, Large \$65/day, X-Large: \$75/day

Daily\* Out-of-Cage Playtime  
Daily\* Bath/Soak (by request)  
Daily\* email with brief update and photo  
Daily morning and bedtime treats  
Daily foraging toy

+Higher-Risk Boarder: Extra charges may apply for boarders who are more difficult to handle or require special care.



## DO'S AND DON'TS OF PACKING FOR YOUR PET:

We strive to make your pet's stay as close to home as possible. We are happy to accommodate belongings that would make your pet stress-free during its stay. However, there are some belongings that are unnecessary for you to bring from home. Please refer to the lists below before packing for your pet's stay with us. If belongings are brought from our "Do Not Bring" list you may be asked to take them back with you.

### What you can bring for your pet:

- Pellets/Food
- Small bags of hay
- Up to 2 kinds of treats
- Up to 1 weeks' worth of greens++
- Insects (housed in a proper enclosure)
- Up to 2 toys
- Up to 2 perches
- An enclosed carrier for your pet
- Cage cover
- Pet's own enclosure\*\*

++Greens will go bad after one week—if your pet is staying with us longer, you may request for our staff to purchase fresh greens for any part of your pet's stay after the first week (the charge will be added to your bill with an additional \$5 errand fee).

\*\*Must request for an owner-provided cage slot at the time that you make a reservation: dimensions of cage must be approved at that time.



### What to leave at home:

- Large bags of hay
- Bedding\*
- More than 2 kinds of treats
- More than 2 toys
- More than 2 perches
- More than 1 weeks' worth of greens
- Hides\*\*
- Food/water bowls
- Water bottles
- Heat lamps/bulbs

\*All bedding will be provided for your pet by the Inn. We are able to provide: ripped paper bedding, Yesterday's News, fleece blankets, towels, rugs, newspapers, and paper towels depending on the boarder's needs. Please note your preferred bedding for your pet at check-in. If you bring bedding we will send it home with you or will store it and use our own bedding to avoid damage or confusion with bedding.

\*\*The Inn provides a hide to any boarder that requires one. If your pet is more comfortable with a hide or cage cover, please make a note of it at check-in.

### Aquatic Turtle:

If you are boarding an aquatic turtle with us, we ask that you **bring 2-3 gallons of your pet's at-home tank water** with you. We will use this water to regulate the tanks' environment for your pet while he/she boards with us. We also ask that you bring the following if you would like it provided for your aquatic turtle:

- Filters
- Fake plants
- Basking dock
- Turtle's regular food
- Water heater

If you do not bring these items, we can purchase the above for your turtle for an additional charge. However, we cannot reuse these items for other turtles due to cross-contamination and therefore do not provide them regularly. If you ask us to provide them, your account will be charged the cost of the items and the items will be sent home with you at the end of the stay.



## PICKING UP YOUR PET:

You may pick up your pet up to one hour before close each day:

Monday: 8:00am-5:00pm

Tuesday: 8:00am-5:00pm

Wednesday: 8:00am-12:00pm; 2:00pm-5:00pm+

Thursday: 8:00am-5:00pm

Friday: 8:00am-3:00pm

Saturday: 8:00am-2:00pm

Sunday: Closed

\*\*We are not open on national holidays.

+We are closed from 12pm-2pm on Wednesdays for all-staff training.

Please do not pick up between 12pm-1pm, this is our staff's lunch hour.



### Late Pick-Up Fee Policy:

Any boarder whose pick up time is delayed, for any reason, without proper notice\* from the original pick-up day arranged at boarding drop-off, will be charged an extra \$10.75 for the first day and an extra \$5.50 per day for any days following (2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> day, etc.) on top of regular, daily boarding fees. This fee will be in addition to any previous and ongoing boarding fees charged to the account.

\*Proper notice: late pick up fees will not be charged to anyone who calls 48 hours ahead of the original pick-up time and extends their pet's stay as long as there is proper space in the boarding facility.

\*\*If there is no room in the boarding schedule for the pet to stay later than the original pick-up day, late pick-up fees will be applied as an inconvenience fee.

\*\*\*Any discounts for extended stays do not apply to late pick up fees.



## TOURS:

At this time, all tours must be scheduled ahead of time. If you are interested in a tour, please call the clinic and ask to schedule a tour. Most tours are available for scheduling on Saturdays with our Boarding Assistants.