



### **Hours of Operation**

Monday – Friday: 9 AM – 11 AM and 6 PM – 7 PM

Saturday: 9 AM – 11 AM

Sunday: 5 PM – 7 PM

Closed for drop-offs and pick-ups on major holidays.

**Kennel Contact: (607) 733-6509**

### **3065 Lake Rd**

Horseheads, New York, 14845

### **What to expect at Lake Road Kennels (LRK)?**

At LRK, we do things a little differently than your average boarding kennel. Our mission is to provide the highest quality care and services to ensure pets are safe, clean, and comfortable while granting peace of mind to pet parents during their travels and events. The LRK team is highly trained, educated, and committed to being the premier location for pet boarding in Horseheads, New York. We offer every canine guest a recreation period of three times per day in our outside runs and secure fenced in yards with the option to increase play time as an additional service, veterinary approved chew toys and balls, simple grooming options, and a wide selection of services and enrichment activities. Feline guests are provided with tri-level kennels, veterinary approved toys, and a cat cave if indicated. All guests have 24-hour access to fresh water, clean bedding, soft ambient music, and loads of cuddles.

### **What are the drop-off and pick-up hours?**

Monday through Friday: 9:00 AM to 11:00 AM & 6:00 PM to 7:00 PM (closed from 11 to 6)

Saturday: 9:00 AM to 11:00 AM

Sunday: 5:00 PM to 7:00 PM

Closed for drop-offs and pick-ups on major holidays.

Special drop off and pick up times during closed hours can be arranged with kennel staff by making an appointment prior to reservations. A \$15.00 convenience fee is added to keep boarding rates low while accommodating special arrangements. Special drop off and pick up times are unavailable from 11:30 AM to 4:30 PM on Saturday and Sunday.

### **Do I need to bring anything from home for my pet?**

We provide everything your pet will need during his/her stay, with the exception of special diets and medications. We feed a Hill's Science Diet Sensitive Stomach dry kibble and/or canned food, two to three times per day. Science Diet Sensitive formulas are designed to aid in the management of sensitive stomach issues when food transitions occur. We provide dishes for food, fresh water, soft bedding, Kong toys, and a wide selection of snack time treats from Science Diet. Please inform our staff if your pet has any health, behavioral, or diet restrictions. Just like summer camp, any and all items from home must be labeled with your pet's first and last name.

### **What services and rates does LRK offer?**

Dog boarding: \$26.95 per night with a 5% discount after 7 days.

Cat boarding: \$18.95 per night with a 5% discount after 7 days. \$17.05 for a second cat sharing a kennel.

Bath: Fees by weight starting at \$25.00

Nail trim: \$17.50 or \$13.50 with bath.

Snack time: Free with purchase of your choice of treats or bring a bag from home (please label with your pet's name).

Medication administration: \$1.50 – \$3.00 per day, this fee ranges depending on the kind of medication administration your pet will need.

Extra play time and enrichment: \$8.95 per day (in an addition to three times per day that dogs will already receive). Dogs go out to eliminate and play in our outdoor runs and fenced in yards three times per day. Choosing extra play time and enrichment gives pets an additional 20 minutes of play time per day.

Unfortunately, we do not have the ability to provide shared kennels for dogs.

### **What vaccines does my pet need to board?**

For the safety, health, and protection of all animals in our facility, dogs and cats will need proof of current rabies, distemper, and bordetella vaccines. Due to the confirmed cases of canine influenza in Chemung County dogs will also need a current influenza vaccine, effective July 2017. We require a bivalent influenza vaccine.

If any of these vaccines are expired, they must be updated at least ten days before reservations to ensure pets are fully protected. Vaccines must be administered by a licensed veterinarian or veterinary nurse. Please email, fax, or drop off vaccination records prior to your reservation so our team can make your check-in process as quick and easy as possible. We also encourage year around flea, tick, heartworm, and intestinal parasite prevention for all pets to protect against infestation, infection, and illness.

### **What medications can be administered during my pet's stay?**

We are happy to administer your pet's oral, topical, otic, or ocular medications (for mouth, skin, ears, or eyes) during their stay. Please let us know what medications or special needs your pet has prior to your reservation so we can discuss a plan to facilitate them for you.

### **Does LRK offer grooming?**

Yes! Anna Mae is an exceptional groomer with many years of experience. She offers a wide range of full-service grooming packages to help your pets look and feel their best. We are currently booking every Thursday by appointment for both dogs and cats.

### **Does LRK offer dog training?**

We do not offer an onsite training program at this time. However, we strongly recommend our good friend Ian Stone at Simpawtico Dog Training in Elmira, New York. Ian is an experienced trainer with a Master's in teaching, a Certificate in Professional Dog Training (CPDT-KA), and an AKC-certified CGC Evaluator with intelligent and creative techniques to help you manage, motivate, and learn about your canine family members.

### **Simpawtico Dog Training**

101 North Main Street

Elmira, New York

Call: (607) 483-0761