

ADVANTAGES OF USING CAMP KCS

- OWN & OPERATED BY
VETERINARY TECHNICIANS
(OVER 27 YEARS EXPERIENCE)
- COMPLETELY CLIMATE
CONTROLLED FACILITY
- SPACIOUS KENNELS
- OPEN DOOR POLICY
- CURTIOUS AND
KNOWLEDABLE STAFF
- ON SITE PET STORE
- EXCEPTIONAL
CUSTOMER SERVICE

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WELCOME TO THE CAMP KCS FAMILY

CELEBRATING 20 YEARS

JANUARY 2022

Introduction

Congratulations on your first step toward a wonderful experience for your pet.

We are delighted that you have chosen to learn more about our facility. We hope you will find this packet full of information. Hopefully we will be able to cover all aspects of our services.

It is our mission to give your pet the best boarding experience possible.

We are your full service pet boarding and supply service. Specializing in the safety, comfort and well being of your pet.

In addition, we offer camp programs, grooming, pet supplies and daycare for your convenience.

Your pet will feel comfortable while in our facility. We will give your pet one-on-one

interaction. As a daily regimen your pet will receive personal attention, meals will be served according to your directions, and as trained veterinary assistants we can monitor the health of your pet.

Our facility is designed to be completely climate controlled. Cool and comfortable in the summer and warm & cozy in the winter.

We also take pride in the well-designed kennel facility. With music playing throughout the day for the animals to enjoy, then in the evening "Lights Out" for a peaceful comfortable night.

We have an indoor area where dogs can be exercised and play off the leash and out of the elements, as well as a fenced-in backyard for outside play.

Modern yet inviting, set right in the heart of the Pocono Mountains. We are conveniently located 3 miles from

the Pocono Raceway.

Our property is situated on 7 country acres. Dogs will be individually leash walked, Yes I said walked.

We believe that dogs enjoy themselves a lot more when they have tons of people time. We walk our guests three times a day to move around and have interaction with us.



We would be glad to answer any of your questions or concerns.

If you have not done so, please ask us for a tour today.

We provide boarding for dogs, cats, birds, ferrets and more.

Exotics Require bringing your own cage

WHY CHOOSE CAMP KCS ?

"When They Can't Be Home, We Treat Them Like Our Own"

"A qualified staff that will cater to the specific needs of your pet"

"We will make your pets stay fun, friendly, comfortable & safe"

KAREN V. - CO-OWNER

Karen graduated high school in New York City and then pursued a career as a laboratory technician at Advanced Career Training.

She then went to work at Oradell Animal Hospital in New Jersey for 2 years as a laboratory technician. Karen then moved to Pennsylvania where she worked for 8 years as a veterinary technician at Creature Comforts Veterinary Service. Karen has two children and a tremendous love for animals and always has their best interests in mind. After 8 years

at Creature Comforts Karen decided to open up a business catering to animals.

Karen is a great asset to the kennel, with her knowledge of animals and their behavior, she can easily read them and know what they want. With her veterinary background she is able to assess your pets comfort and quickly acts on making them as comfortable as she can.

While present at the kennel she will supervise your pets care and

the staff that will interact with your pet.

Karen will oversee the daily responsibilities of our staff members assigned to your pet.



CHRIS W. - CO-OWNER



Chris went to school in Philadelphia and pursued many job interests. She then moved to the Poconos where she discovered what she really enjoyed was working with animals.

With no knowledge of veterinary medicine, she started working at Pocono Lake Animal Hospital which taught her many skills. After working with Dr. Miller for two years she had the opportunity to further advance her emergency medical skills by working for Creature Comforts Veterinary Service where she stayed for six years and then decided to pursue opening her own business and is currently working for a veterinarian as well.

With her extensive knowledge of animal health, as a veterinary technician she can closely watch over your pet while they are in our facility.

In Addition, Chris has completed her CDTI (Certified Dog Trainer & Instructor) at Penn Foster and has a vast knowledge of animal behavior.

Furthermore, Chris helps make the business end of the kennel run smoothly, including the setup of our information packets, kennel boarding software, the website and the online boarding.

OUR TEAM



Manager's

Lexiie
Lauren

Supervisory Financial Officer

Rachel

Team Members

Mollie
Eileen
Jess
Paige
Sarah
Beth

Quinton
Markus
Jack
Vanessa S.
Emily
Vanessa W.



Personal Care & Special Needs

We will take care of your pet like they are our own.

Special-needs pets are no problem. While in our care we will continue any basic medications at no extra charge. There is an extra charges for all other extensive care.

We will monitor your pet with or without medical issues and we can act on any and all emergencies associated with any illnesses.

If needed, we will transport

your pet to the veterinarian of your choice within our area (15 miles). This is a service we provide when your dog is boarding with us.

You can feel safe whether your pet is healthy or has medical issues, that we will respond immediately.

Issues we are familiar with and can monitor but not limited to:

- Diabetes
- Kidney Failure
- Post Surgical
- Addison's Disease
- Cushing's Disease
- Hypo/Hyper Thyroid
- Urinary Issues

Extra fees will be applied for extensive treatments and are not limited to: (i.e. Fluid Therapy, Wound Care, Ear Cleanings, Tooth Brushing, Flea Preventative Application, Etc)

Our Store

Our store has a wide variety of items for your pet.

- Taste of the Wild
- Fromm
- Merrick
- Redbarn
- Lupine
- Freedom Harness's
- Toys
- And much more

New Dog Law as of 2024

Any client that is out of state that is coming in for boarding, must have a current health certificate from their veterinarian.

The health certificate must be signed by your veterinarian.

For example: If you are here for the summer this health certificate will only be acceptable for 60 days, after 60 days you will be required to get a new health certificate.

All dogs must have a rabies certificate that is signed by your veterinarian on file. Please see our sample on our website or ask a team member if you have questions.

Vaccine Requirements



Dog Vaccine Requirements

DHLPPC (Distemper)
Bordetella (Kennel Cough)
Rabies

All vaccines must be up to date and proof submitted to us 10 days or more before boarding.

Cat Vaccine Requirements

FVRCP (Distemper)
Feline Leukemia
Rabies

If you want your kitty to run free in the cattery, then a Negative Feluk/FIV is required.

Must present proof for all of the above.

Other Pet Vaccines

Pets such as pocket pets, ferrets, birds and rabbits. Are required to have no vaccines or very minimal. These pets are only required to have what is required by your vet.

For Example:

Ferrets,
only get Distemper & Rabies
while a Birds gets no vaccines.

It is important and required to have the Bordetella vaccine administered at least 10 days prior to boarding.

If your pet is not vaccinated for bordetella, get them vaccinated today.

Be ready for that emergency

Owner First Name:		Last Name:	
Mailing Address:			
City:	State:	Zip:	
Home Phone:	Cell Phone:		
Email Address (for Confirmations)			
Drivers License # & State:		Would you like confirmations sent to you by text message as well, if so Number and Provider needed: CANNOT SEND WITHOUT PROVIDER Text message #: _____ (if same as cell write same) Provider: _____	
Emergency Contact:			
Emergency Phone:			
How did you hear about us: Yellow Pages Sign Internet Friend, Who ? _____ Veterinarian _____			
Pet Information			
Pet's Name:	Species:	Breed:	Color:
Sex: Male Neutered Female Spayed	Birthdate:	Weight:	
Special Instructions:			
Does your pet have a microchip?	Microchip maker:	Microchip Number:	
THIS SECTION IS FOR DOGS THAT ARE BOARDING <i>Your dog's behavior/personality (if you have a cat, please skip this section)</i>			
Is your dog people friendly?	Has your dog ever been to doggie daycare?	Has your dog ever had a bite incident?	
Is your dog, dog friendly?	What does your dog like for fun?		
Would like them to be Introduced in playtime?			
Feeding Instructions			
Will you have your own food: Yes No	How Much (cups): Please explain		
How Often: AM Noon PM			
Is your pet on any medications: Please List			
I certify that the above information is true and that all pertinent information about my pet has been given. I agree not to hold Camp KCS responsible for any problems that arise due to information not given. I also understand that a copy of my pet's vaccines must be present at time of check-in and that all vaccines are up to date including Bordetella. By signing on the line below I agree to the terms stated above.			
Signature: _____		Date _____	

E-boarding via Client Portal

E-boarding is a fast, easy and convenient way for you to make a boarding appointment online through your very own Camp KCS client portal. So easy your dog can do it!



You can use this option 24 hours a day, seven days a week. Make sure to register through the client portal and you will be able to make appointments, view your pets & their vaccines as well as upload documents required for boarding.

When using this option please make sure you add us to your email allow list as you will receive a confirmation that may end up in your SPAM folder.

Email Address: kcsbrdg@gmail.com

**SAVINGS PROGRAM
SEE PAGE 7**

**Monthly memberships
Big Savings**

Payment Methods Accepted

Please be advised that there is a 3% fee for all Credit Card payments.

Cash



**Checks are only accepted by well established clients.
No checks will be accepted from first time clients.**

Any check over 500.00 must be preapproved!

Our Hours

Regular Hours

Monday through Sunday
8:00 a.m. to 8:00 p.m.

Office is closed on these holidays

**New Years Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day**

**Office is closed for pick-ups &
drop-offs on these holidays**

We close for Drop-off & Pickup
6:00 P.M.

**Christmas Eve
New Years Eve**

Pennsylvania Dog Law

Dog Law & Your Pet

All dogs three months of age or older must be licensed.

[Licenses](#) are issued by the
[County Treasurer](#)

All dogs must be under control and must not be allowed to run at large. Dogs are personal property, and owners are responsible for damages caused their dog.

It is illegal to abandon or attempt to abandon any dog.

Owners of dogs and cats 3 months of age or older are required to have a current rabies vaccination. It is illegal to interfere with an officer or employee of the Pennsylvania Department of Agriculture engaged in enforcement of dog laws.

What to expect on your first visit

Your first visit to the kennel is the most important and time consuming.

It is important to make sure that you have everything for your pet that the kennel will need to make your pets stay an enjoyable experience.

When you arrive, if you haven't already done so, you will be asked to fill out our information form. This form is very important, as it contains the necessary information on you and your pet. We can then enter the required information into our computer system.

Once entered we will confirm pertinent information on your pets stay.

You may visit your pet during his/her stay if you are visiting the area. These visits are limited to Taking you pet out for a while or visiting with them in the designated guest area as to not disturb the kennel counselors attending to our other guest.

Lastly, we ask that you inform us of any important information on your pet (i.e. habits, medical conditions etc.). These things can help us understand your pets better.

Kennel Checklist

- ☐ Vaccine Information
- ☐ Your Pet's Food
- ☐ Bedding / Blanket
- ☐ Medication (if needed)
- ☐ Treats
- ☐ Toys
- ☐ Bones
- ☐ Confirm drop off Time
- ☐ Check your E-Mail for confirmed drop off time

NO BOWLS PLEASE

Daycare Program

Our daycare program is specifically designed with your pet in mind.

All dogs need energy release and daycare is a perfect way to do that. Whether you work long days or physically unable to run your dog this is perfect for you.

Let them come join the fun with our other friendly daycare visitors. Our facility has a outdoor

play area that is 80x60 for a romping good time. We also have an indoor play area for those bad weather days. Your dog must be dog friendly in order to play with other dogs.

But we also have playtime with the staff for those pups who just need an outlet but are not so friendly with other dogs.

Ask one of our team members for more information.

"Let your pet get in on the fun"



OTHER PROGRAMS WE OFFER



A Division of
Camp KCS, Inc

At Fulcrum Dog Training, we take the overall health and well-being of your dog very seriously.

That means we not only focus on training or correcting behavior, but

also on the emotional state of your dog, which, if happy and healthy, will actually make them better behaved!

First and most importantly, we believe that the use of aversive techniques, begins where education ends. We are committed to behavior modification and training techniques based on sci-

ence and the least intrusive, minimally aversive (LIMA) construct, as established by the **IAABC** (International Association of Animal Behavior Consultants) and the **Pet Professional Guild**.

Throughout our careers, we have had the opportunity to interact with countless dogs and observe their behavior. It has been our experience that while not all behaviors are undesirable, many dogs are given up or relinquished to shelters for inappropriate behaviors in the home.

Having worked closely with many

trainers throughout our collective 40+ years in the animal welfare field, we recognized the very real need for creating a dog training business which would serve to give dog owners the tools and guidance they need to live cohesively and happily with their dogs. We strive to educate dog owners on how to better understand and interpret their dog's behavior and then to train in a way that is not only extremely effective, but highly enjoyable for both you and your dog.



Loyalty Program

Frequent Fetcher

Every time you make a purchase or check-out you will receive reward points that will earn you money off future invoices.

For every dollar spent you will earn a point, for example: If your invoice is \$137.00 you will earn 137 points.

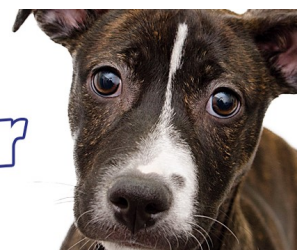
Once you have reached 400 points you can redeem for \$10.00 off. Our computer does all the work, there is nothing for you to do.

Referral Program

If you are happy with our service and give us a referral, as a thank you will automatically earn 800 points once that client completes a boarding stay.

All you have to do is make sure that client lists you as the referral (first & last name) required

Our Membership Program



Three Levels of Savings

SILVER

\$ 30 per month

The savings are endless with our Silver membership level.

Each month your membership will include the following:

- 1 - Free Daycare
- 1 - Free Nail Trim
- 10% off all Services
- 10% off in-store purchases

GOLD

\$ 35 per month

The savings are endless with our Gold membership level.

Each month your membership will include the following:

- 1 - Free Daycare **or** Boarding
- 1 - Free Nail Trim
- 15% off all Services
- 15% off in-store purchases

PLATINUM

\$ 40 per month

The savings are endless with our Platinum membership level.

Each month your membership will include the following:

- 1 - Free Daycare
- 1 - Boarding
- 1 - Free Nail Trim
- 20% off all Services
- 20% off in-store purchases

PLEASE NOTE; GOLD MEMBERS MUST CHOOSE DAYCARE OR BOARDING. THEY ARE NOT INTERCHANGABLE MONTHLY. ONCE CHOOSEN, IT MUST STAY THAT WAY!

All memberships are paid monthly by autopay.
Members must join for a minimum of 6 months
Members can cancel anytime after 6 months by notifying Camp KCS.
Memberships are prorated if joining in the middle of any given month.

Upon cancellation at anytime, If a member would like to rejoin there will be a 6 month waiting period.
PLEASE SEE ARE WEBSITE FOR MORE INFORMATION

PRICES SUBJECT TO CHANGE WITHOUT NOTICE

Hours Of Operation (8am - 8pm) (Excludes Holidays)

Boarding (pricing is per day)	
Dogs	\$40.00/Day
Dog Boarding PEAK SEASON & Holidays (May 15th - Sept 15th)	\$45.00/ Day
Daycare (Group Play for the dog friendly dog)	\$35.00
Added Daycare to boarding stay group play and pics	\$15.00 Session
One-On-One Daycare - Dogs who are not dog friendly and need playtime, which requires one-on-one with a Camp Counselor	\$40.00
Multiple Dog pet discount (same cage only)	20% Off Second dog
Cats Exotics (Same Cage) (Birds, rabbits, bearded dragons etc.)	\$25.00/Day \$15— \$20
Discount for late drop-off (after 2:00 pm) Discount for early pick-up (before 2:00 pm)	Half Day Half Day
Multiple Cat Discount	20% Off
Additional charge, if your dogs need separation or supervised feedings.	10.00 / day
Facebook Pics -See your pets while you are away. (does not include group play)	\$10.00 per post
PLEASE NOTE - WE DO NOT OFFER HALF DAY DAYCARE	
DAYCARES THAT ARRIVE 12PM OR LATER, ARE NOT GUARANTEED PICTURES	
Additional Services & Fees	
Treatments while boarding: in-cluding, but not limited to: Ear Cleaning, Topical Meds, Wound Care, Topical Preventatives, Etc.	\$2.00-\$10.00 Per treatment Addition to Board
Challenging Dog/Cat Surcharge If you think your dog/cat may fall under this category, please speak to a team member. We can determine if the pet falls in this category only after we meet/evaluate the pet.	\$10.00 Additional Per Day
Nails	\$25.00
Anal Glands	\$30.00
Ear Cleaning	\$15.00- \$25.00
Clip & Clean (Hot Spot, Sanitary, Etc.)	\$25.00
Bordetella	\$38.00
Distemper	\$38.00
Pickup Outside Open Hours (Before 8am or after 8pm, within 30 minutes) Anything after 30 min, will incur a per minute fee 1.00	\$20.00
Veterinary Transport If your pet has extensive care after vet visit, there is an additional charge for those days - See Special Care If your pet is found to have fleas while in our facility, they will be given a flea bath at the owners expense.	\$150.00 \$75.00-\$150.00
PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.	

Special/Critical Care Boarding This would be for any pet having minimal health issues or the pet with any medical issue requiring more attention, medication and care, such as blind pets.	Additional \$5.00 - \$15.00 per day For pets requiring special care
<i>Vaccines Required For Boarding</i> <u>Canine:</u> Rabies, Distemper and Bordetella <u>Feline:</u> Rabies, Distemper and <u>Feline Leukemia or Negative Test</u>	
Due to the overwhelming requests for boarding, the following fees apply to all reservations!	
If you do not pickup on your scheduled date and you have to pickup the following morning, the half day discount no longer applies and you must pickup by 8:30am. Pickup after 8:30am the following morning will result in an extra fee of \$15.00 for that day. Extension of more than one day: \$15.00 fee for everyday after your original pickup date.	
Early pickups will be charged at full scheduled stay	
To ensure simplicity of feeding times, as well as making sure that your pet(s) have the proper amount of food for their stay. All clients bringing their pet(s) to Camp KCS for Boarding or Daycare will be required to pre-package and label all their pet's feedings. If you do not wish to pre-package your pet's food, Camp KCS Staff will be required to pre-package and label the food for you. The cost of Camp KCS Staff pre-packaging your food will be \$1.00 per bag/feeding. Although house food is included, a pre-bag fee will also be charged for house food.	
Appointment Cancellation When you book your boarding appointment, you are holding a space on our calendar that is no longer available to our other clients. In order to be respectful, please call Camp KCS as soon as you know you will not be able to make your appointment. If cancellation is necessary, we require that you call at least 72 hours (3 days) in advance. Appointments are in high demand, and your advanced notice will allow another clients access to that time. How to Cancel Your Appointment If you need to cancel your appointment, please call us at 570-646-6012. If necessary, you may leave a detailed voicemail message. We will return your call as soon as possible. You can also cancel via your client portal. Late Cancellations/No-Shows A cancellation is considered late when the appointment is cancelled less than 72 hours before the appointed time. A no-show is when a client misses a reservation without cancelling. In either case, we will charge your account \$15 per day, per kennel for that reservation. Our Policy: Once a No Show or non-cancellation happens, you may be required to leave a 25 to 50% deposit for all future reservations.	