

Medications & Medical Conditions

Your pet's safety is our top priority! While some medications and medical conditions will work within our boarding or daycare setting, others may not be safe or require additional documentation. If your pet is taking medication or has a special medical condition, it is best to call your local Center to double check that we are able to properly administer that medication or meet the needs of the medical condition.

Conditions That We Cannot Accommodate

In order to ensure the best possible care for your pet, there are certain medical conditions, listed below, that we are unable to handle in our locations (with the exception of Walt Disney World). It is important that these medical conditions receive the care that they require and are usually better met within a veterinary setting. These conditions that we cannot accommodate are:

- Diabetes
- Epilepsy
- Congestive Heart Failure
- Cushing's Disease
- Addison's Disease
- Pets that need to be tranquilized
- Injectable medication of any kind (we cannot handle sharps)
- Pets requiring 4 or more types of medication
- Pets with active hot spots (these can get worse if left untreated)
- Immobile pets
- Pets with eye discharge (green, crusty matter) requiring daily care
- Pets with sutures, bandages or casts
- Pets with ear discharge (foul smell, red or raw) requiring constant cleaning
- Pets with health conditions that may deteriorate under boarding or different conditions than at home like kidney, liver or auto-immune diseases

Medications That We Cannot Accommodate

Best Friends will offer medical boarding in most centers. However, certain medications are indicative of medical problems that are unsuitable in a standard boarding situation. Pets, taking these medications, may not board in Best Friends' centers to ensure their safety. This policy also applies to grooming, daycare and day camp services.

Please note that ANY injectable medication, prescribed to control the following health conditions, will not be accepted even if it does not appear on the following list. If you are unsure whether or not your pet will be accepted boarding, due to his/her medication or medical condition, contact your local hotel. Veterinary recommendation to board does NOT supersede Best Friends' policy unless noted. These medications that we cannot accommodate are:

- Cyclophosphamide (Cytosan)
- Injectable medication of any kind
- Insulin (Humulin, Novolin, Vetsulin, Glipizide, PZI, Lantus, Detemir)
- Lomustine (CCNU) Oral Chemotherapy Drugs
- Methotrexate
- Percorten Injection

The following medications and medical conditions are acceptable with a veterinary letter stating the patient has been on the medication for at least 1 month and are currently stable:

- Benazepril
- Carprofen (Rimadyl, Novox)
- Clomicalm
- Deracoxib (Deramaxx)
- Diazepam (Valium)
- Digoxin (Digitalis, Cardoxin)
- Enalapril (Vasotec, Enacard)
- Etogestic (Etodolac)
- Fluoxetine (Prozac)
- Furosemide (Lasix, Salix)
- Galliprant (Grapiprant)
- Keppra (Levetiracetam)
- Meloxicam (Metacam)
- Mitontane (Lysodren, Op-DDD)
- Peroxicam (Feldene)
- Phenobarbital (Luminal)
- Pimobendan (Vetmedin)
- Potassium Bromide
- Previcox (Firocoxib)
- Sildenafil (Viagra)
- Spironolactone (Prilactone, Tempora)
- Tepoxalin (Zubrin)
- Theophylline
- Vetoryl (Trilostane)

Pets on the following medications require a veterinary letter stating that the patient has not had an adverse reaction to this medication in the past and are currently stable:

- Acepromazine (Promace)
- Gabapentin
- Tramadol
- Trazadone
- Prednisone/Prednisolone

Procedure

Before making a reservation with us, check with your local center to ensure that we can meet the needs of your pet's medical condition and/or medicine administration. If we are able to accommodate you and your pet, then please arrive with the medication in its original container with the current dosing on the label. Even if you have successfully boarded or attended daycare with us in the past, it is good to check each time to ensure that our requirements haven't changed.

Please note that these conditions or medications are subject to change. It is best to contact your local Center to ensure we can meet your needs. Caring for your pet is our top priority!