

Waterfall Kennels & Cattery

High Season Bookings TEL: (011) 467 3103/3193

E-MAIL: carol@petstravel.co.za

WEBSITE: www.waterfallkennels.co.za

KENNEL HOURS:

Weekdays 7a.m. to 11a.m. & 4p.m. to 6p.m.

Saturdays 8 a.m. to 11 a.m.

CLOSED: SUNDAYS & PUBLIC HOLIDAYS



WELCOME TO WATERFALL KENNELS 2020 HIGH SEASON DECEMBER BOOKINGS.

PLEASE DO NOT MOVE TO THE NEXT SECTION UNTIL YOU HAVE READ AND CLEARLY UNDERSTOOD OUR HIGH SEASON POLICY, PRICING AND RECOMMENDATIONS!

1. Our high season period extends from the 04/12/2020 to 04/01/2021.
2. For all pets accommodated over this period Waterfall Kennels charges a **"high season rate"** with a minimum **ten night (10)** boarding period only between 25/12/2020 – 04/01/2021.

PLEASE NOTE: Waterfall Kennels will not hold your pet's hostage for the entire 10 night period if you were planning on being away over the minimum period dates but you will be expected to pay for those ten nights if you're booking falls between this time.

KENNEL RATES AND COMPANION BOARDING FOR DOGS

KENNEL RATE:

In high season, the rate per kennel/night is R390.

When up to 3 dogs, from a single family, elect to be boarded together in a single kennel, the kennel rate will be applied. However, in instances where the per dog rate for two dogs is lower than the kennel rate, the per dog rate will be applied.

COMPANION BOARDING:

In high season, pets that have been found by us to be compatible may share a kennel with pets belonging to another family. In this instance, the normal high season rate per pet will apply.

Certain breed types are not automatically considered suitable for sharing in a kennel environment unless they are boarded with a known family member. These would include Pit Bull Terriers, Rottweilers, Bull Terrier, Staffordshire Bull Terriers, Dobermans, Giant Schnauzers or German Shepherds – to name just a few breed types. These, regardless of their apparent good nature at home or well socialized behavior in your local park might not be considered by us as 'sharing' candidates.

Although we have successfully accommodated several (often unrelated) dogs together in a single large kennel for many years, this boarding option - not without risk. It is entirely on your word that we assume that your dog is capable of sharing happily with others and for this reason companion sharing needs careful consideration. Please be advised that we will use our discretion as even if everything appears to be absolutely fine initially – the possibility of dogs fighting always exists!

All flat faced breeds like Pugs, Pokes or Boston Terriers are kept together where possible, as these types have no real means of defense when ganged upon. Jack Russell Terriers, Maltese Poodles, Miniature Dachshund's etc. will also where possible not be shared with other breeds.

When taking the decision to companion share your dog with others please also carefully consider your dog's eating habits - as separating dogs to monitor an individual's feeding over our high season period is not easily managed. If you have an old dog that eats very slowly or perhaps even a younger shy dog who may hang back when the food is presented - we suggest that you consider non-sharing accommodation or at the very least request on admission that we monitor your dog's weight on entry to ascertain that your dog is receiving their fair share. Although we employ additional trained staff over high season periods please also understand that feeding a single dog more than once a day in a shared kennel can be difficult for obvious reasons.

- Cat sharing policy:

Our cattery can accommodate a single cat or a maximum of two cats together in any one of our standard facilities. As many as five cats can be accommodated in our limited garden units and all cats - regardless of type are billed at **R 145.00/night** over our high season period.

3. ***Every year there is a fixed deposit fee of R 1000.00 per dog or cat & R 200.00 for caged birds, rabbits, guinea pigs or hamsters.***

Our banking details are as follows: -

Account Name: The Horseman cc

Account Number: 023019077

Bank: Standard

Branch: Rivonia

Branch Code: 00-12-55

ONLY ON RECEIPT OF YOUR DEPOSIT PAYMENT WILL WE CONFIRM YOUR HIGH SEASON BOOKING! PLEASE E-MAIL PROOF OF PAYMENT TO carol@petstravel.co.za

- **Our cancellation policy:**

Waterfall Kennels is one of the few pet boarding facilities that officially open their high season bookings annually on the 01st September. In our experience most customers will have confirmed their year-end holiday plans by this time and it is for this reason that our administrative process is simplified in that we do not anticipate having to deal with last minute cancellations, refunds or date changes. However, for those customers who have confirmed bookings prior to 31st October - we are willing to reimburse at 50% or R 500.00/pet provided notification is received in writing before this date - thereafter **not at all regardless of when your booking is confirmed**. Please do not even consider making a booking with us if there is any uncertainty as to your particular holiday plans or your deposit, unless in exceptional circumstances and at our discretion, could be forfeited.

4. Unless we confirm your booking via return e-mail, fax or post please do not automatically assume that your booking is guaranteed even if a deposit payment has been made. In this instance you will be advised immediately of our capacity constraints and refunded accordingly .
5. Owners must on admission produce **'up-to date' vaccination & de-worming records'** for all their dogs and cats. Please consult with your local veterinarian regarding these requirements. We strongly recommend de-worming and the non-compulsory kennel cough vaccine for dogs prior to admission.

SECTIONS MARKED IN RED ARE FOR OUR OFFICE USE ONLY

PRO RATA INVOICE: _____

VAT Registration No. 4100126277

SURNAME: _____

INITIALS: _____

EMERGENCY CELL CONTACT _____ (MR/MRS) _____

E-MAIL: _____

OTHER EMERGENCY CONTACT DETAILS: _____

POSTAL ADDRESS: _____

DOGS

NAME	BREED/TYPE	COLOUR	SEX	AGE	5:1	RA	D/W	K/C

SPECIAL INSTRUCTIONS/ DIET: Please clearly indicate by circling **Sharing/Non-Sharing** accommodation required.

CATS

NAME	BREED/TYPE (SHD; MHD; LHD Etc.)	COLOUR	SEX	AGE	3:1	RA	D/W

SPECIAL INSTRUCTIONS/ DIET: _____

OTHER PETS

NAME	BREED	COLOUR	SEX	AGE

SPECIAL INSTRUCTIONS/ DIET: _____

ANY PHYSICAL PROBLEMS IN LAST SIX MONTHS? YES/NO

DETAILS _____

TREATED BY _____

DATE OF ENTRY	/ /
DATE RETURNING	/ /
DATE COLLECTED	/ /
NO. OF DAYS BOARDED	

PAID CASH
PAID CARD
PAID CHEQUE

BOARD
GROOMING
EXTRAS
DISCOUNTS
COLLECTION/DELIVERY
VET FEES
TRAINING
SUB TOTAL
LESS DEP/ADV
PAYMENT
SUB TOTAL
ACCOUNTS
TOTAL VAT INCL.

Cages, Leads, Collars Etc.

TERMS & CONDITIONS OF ACCEPTANCE: (1) The management will not be held responsible for loss of, damage to, injury, sickness or death of pets howsoever arising. (2) All dogs to have been immunized against distemper, rabies, hepatitis and parvo-virus within 12 months of entry. (3) All cats to have been immunized against feline enteritis and rabies within 12 months of entry and against pneumonitis and snuffles within 6 months of entry. All vaccinations to have been carried out at least 2 weeks prior to entry. (4) Accounts must be paid in full before animals will be released from the kennels. (5) Accounts must be paid monthly for animals boarding longer than 30 days. (6) The management has at their discretion, the right to dispose of animals unclaimed 10 days after due date. The owner of the animals will remain liable for all charges incurred. (7) Veterinary treatment, if required, will be an extra and the owner will be liable for the veterinary fees and disbursements.

(8) In cases on illness I would prefer the kennel to call my vet Dr: _____ but I authorize you to use any other vet of your choice if deemed necessary. By my signature hereto, I agree to and accept the terms and conditions above.

SIGNATURE: (ON ADMISSION TO KENNELS) _____

**PLEASE FILL IN THIS PAGE ONLY; SCAN & E-MAIL IT
BACK TO US TOGETHER WITH PROOF OF DEPOSIT PAYMENT.**

THE HORSEMAN CC
T/A WATERFALL KENNELS & CATTERY
179 INCHANGA ROAD CRAIGAVON FOURWAYS P O BOX 469 WITKOPPEN 2068
TEL: (011) 467 3103/3193

INC. CANINE INSTITUTE
EXPERT DOG TRAINING
BOARDED TRAINING
PRIVATE LESSONS
DOG GROOMING

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CLOSED: SUNDAYS & PUBLIC HOLIDAYS

EMERGENCIES: 083 655 0355

NOTES:

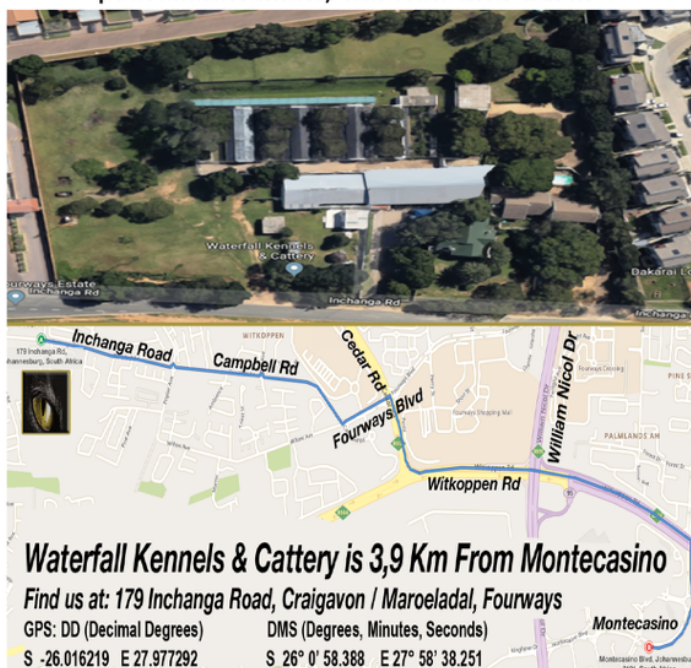
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THE WATERFALL KENNELS & CATTERY LOCATION

"For the discerning pet owner word of mouth has become our greatest asset.

We pride ourselves in welcoming new clients and old friends alike to the core qualities of professionalism, service and care."



WATERFALL KENNELS & CATTERY REWARDS

Every Customer is Eligible for a Loyalty Account
 Customer Loyalty & Referral Rewards Include:

POT LUCK LOYALTY GIVEAWAYS

- Monthly Pot Luck Giveaway: Swiss Cougar Sydney Lantern & Bluetooth Speaker

FUN FAMILY LOYALTY COMPETITIONS

- Monthly Pet Karaoke Drawing Competition for Children who are up to 10 Years Old and win a Disney Karaoke System
- Monthly Pet Selfie / Short Pet Video

DEALS

- 3 for 2 Weekender Deal - Write a Review and Share It for a Reward
- 7 for 5 Refer-A-Friend Deals: Refer a friend for 7 days and you both pay for only 5 days or select free collection and delivery
- Surprise Coupon Deals: They Come & Go

THE WATERFALL KENNELS & CATTERY Mobi Local Information Communicator App #WKpetCare



Find our Local Info Communicator at: <https://mycom.app/wkc> or scan the QR Code



All are welcome to add our Info Communicator App Button to their Phone Home Screens.

Just Tap for Emergency No's, Activities & Other Local Info!

THE WATERFALL KENNELS & CATTERY Mobi Loyalty Communicator App #WKpetCare



Find our Loyalty Communicator at: <https://mycom.app/wka> or scan the QR Code



All customers that have made a booking during 2020 enjoy our Loyalty Programme for the full year. Monthly Competitions & Lucky Draws