

# Waterfall Kennels & Cattery

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

E-MAIL: carol@petstravel.co.za

WEBSITE: [www.waterfallkennels.co.za](http://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 2019 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 06/12/2019 to 06/01/2020.
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 24/12/2019 – 02/01/2020.

**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.

- **Dog sharing policy:**  
Our sharing policy is not to be confused with customers who have two dogs that they wish to board in a single kennel together – as this is taken for granted unless specified otherwise. In this instance our rate per kennel/per night is **R 395.00** inclusive and will assume that your two dogs stay together. Adding a third family dog to the same kennel will increase the rate/night by **R 200.00** for a giant breed, **R 180.00** for a large type, **R 170.00** for a medium sized dog or **R 150.00** for a small breed.

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, Rottweiler's, 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. In this instance these dogs will incur the full **R 395.00/kennel/night rate and at our sole discretion.**

Although we have successfully accommodated several (often unrelated) dogs together in a single large kennel for many years, this boarding option - although much less costly is 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 and if necessary charge the full R 395.00/night for a single "on own" kennel if there is any risk of aggression from your dog towards others. 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 135.00/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](mailto: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 01<sup>st</sup> 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 31<sup>st</sup> 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 sniffles 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: \_\_\_\_\_ @ 011) \_\_\_\_\_ 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

E-MAIL: [carol@petstravel.co.za](mailto:carol@petstravel.co.za) WEBSITE: [www.waterfallkennels.co.za](http://www.waterfallkennels.co.za)

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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."



## 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!

## WATERFALL KENNELS & CATTERY REWARDS

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

### LOYALTY WEEKENDERS WITH FRIENDS

- 3 Night Resort Accommodation in an Upmarket 2 or 4 Roomed Chalet

### POT LUCK LOYALTY GIVEAWAYS

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

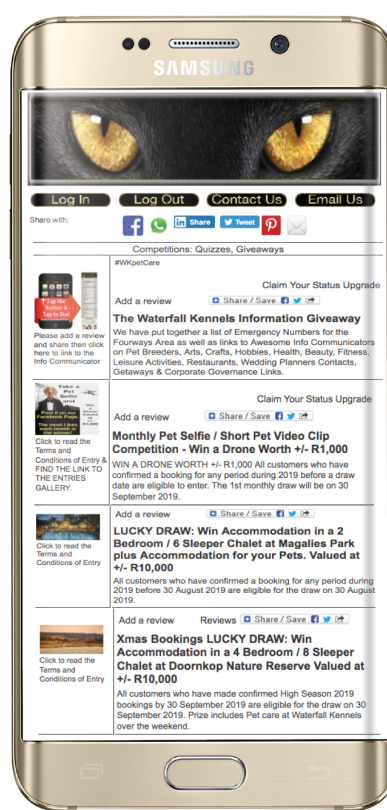
### FUN FAMILY LOYALTY COMPETITIONS

- 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 Competition - Win a 480 WiFi FPV Folding Drone with Control and Camera

### 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 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 2019 enjoy our Loyalty Programme for the full year. Monthly Competitions & Lucky Draws