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**WELCOME TO**

**WATERFALL KENNELS 2017 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 08/12/2017 to 10/01/2018.
2. For all pets accommodated over this period Waterfall Kennels charges a **“high season rate”** assuming a minimum **fourteen night (14)** boarding period between 14/12/2017 – 29/12/2017.

**PLEASE NOTE:** Waterfall Kennels will not hold your pet’s hostage for the entire 14 night period if you were planning on being away for a shorter period – but you will be expected to pay for the fourteen nights if you’re booking falls anywhere between the dates specified in Point 2.

* 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 365.00 inclusive and will assume that two dogs stay together. Adding a third family dog to the same kennel will increase the rate/night by R 195.00 for a giant breed, R 175.00 for a large type, R 165.00 for a medium sized dog or R 145.00 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 a few breed types. These breeds - 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 breeds will incur the full R 365.00/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 absolute discretion and if necessary charge the full R 350.00/night for a single “on own” kennel if there is any sign of aggression from your dog towards others. Even if everything appears to be absolutely fine initially – the risk of fighting always exists!

All flat faced breeds like Pugs, Pekes or Boston Terriers for example 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 overseen. 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 and periodically thereafter 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 problematic 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 130.00/night over our high season period.

1. ***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 EITHER FAX YOUR PROOF OF PAYMENT TO***

***(011) 467 8444 OR E-MAIL*** [***carol@petstravel.co.za***](mailto:carol@petstravel.co.za)

* **Our cancellation policy:**

Waterfall Kennels is possibly the only pet boarding facility which officially opens their high season bookings annually on the 01st September. In our experience most customers will have confirmed their December holiday plans by this time and for this reason the administrative process is simplified as we do not anticipate having to deal with last minute cancellations, refunds or date changes. However, we are willing to reimburse customers at 50% or R 500.00 provided notification is received in writing before the 31/10/2017 - thereafter **not at all**. For this reason please do not consider even making your booking if there is any uncertainty as to your exact holiday dates.

1. Unless we confirm you’re 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.  When we start to reach our full capacity certain non-sharing breeds for example can no longer be considered, whereas small sharing female spayed bitches’ dogs might still be accommodated.) In this instance you will be advised immediately of the situation and refunded accordingly.
2. 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**

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

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| NAME | BREED/TYPE  (SHD; MHD; LHD Etc.) | COLOUR | SEX | AGE | 3:1 | RA | D/W |
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| SPECIAL INSTRUCTIONS/ DIET: | | | | | | | |
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**OTHER PETS**

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| --- | --- | --- | --- | --- |
| NAME | BREED | COLOUR | SEX | AGE |
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| SPECIAL INSTRUCTIONS/ DIET: | | | | |
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ANY PHYSICAL PROBLEMS IN LAST SIX MONTHS? YES/NO

DETAILS

TREATED BY

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| --- | --- | --- | --- | --- | --- | --- | --- |
| DATE OF ENTRY | / / |  | BOARD |  |  |  | **Cages, Leads, Collars Etc.** |
|  | GROOMING |  |  |  |  |
| DATE RETURNING | / / |  | EXTRAS |  |  |  |  |
|  | DISCOUNTS |  |  |  |  |
| DATE COLLECTED | / / |  | COLLECTION/DELIVERY |  |  |  |  |
|  | VET FEES |  |  |  |  |
| NO. OF DAYS BOARDED |  |  | TRAINING |  |  |  |  |
|  | SUB TOTAL |  |  |  |  |
|  |  |  | LESS DEP/ADV PAYMENT |  |  |  |  |
| PAID CASH |  |  | SUB TOTAL |  |  |  |  |
| PAID CARD |  |  | ACCOUNTS |  |  |  |  |
| PAID CHEQUE |  |  | TOTAL VAT INCL. |  |  |  |  |

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)

INC. CANINE INSTITUTE

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Boarded Training

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**THE HORSEMAN CC**



**T/A WATERFALL KENNELS & CATTERY**

179 INCHANGA ROAD CRAIGAVON FOURWAYS P O BOX 469 WITKOPPEN 2068

TEL: (011) 467 3103/3193 FAX: (011) 467 8444

E-MAIL: [carol@petstravel.co.za](mailto: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 8a.m. to 11a.m.**

**CLOSED: SUNDAYS & PUBLIC HOLIDAYS**

**EMERGENCIES: 083 655 0355**

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| **NOTES:** |  |  |  |
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