



NEW CLIENT FORM AND TERMS OF CONDITIONS – FIRST BOOKING

CATS

CUSTOMER NAME (Mr/Mrs/Miss/Ms)

.....

Home Address.....

.....

Home Phone Number ..... Work Phone Number.....

Mobile/s .....

Email Address .....

How did you hear about us? .....

Name and Breed of your cat/s .....

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Male or Female .....

Colour of your cat/s .....

The birth dates and age/s of your cat/s .....

.....

Is your cat/s desexed                      yes/no

Last Flea Treatment Date and Treatment Used .....

Last Worming Date and Treatment Used .....

Did you obtain your cat/s as a Rescue ie SPCA, Humane Society, Animal Pound    yes/no

Did you obtain your cat/s from a Pet Store    yes/no    or a Cat Breeder    yes/no

Is your cat/s blind    yes/no .....    Is your cat/s deaf    yes/no

Has your cat/s been in a Communal Cattery before?    yes/no .....

Is your cat/s used to using litter trays?    yes/no .....

To allow the transition from the home environment to boarding facilities to be smooth and stress free as possible for all, it is helpful for ourselves and the staff to have information on hand.

Some things can be forgotten to be mentioned on arrival; here is an opportunity to fill out details beforehand that you know are essential for the care, needs and wellbeing of your cat/s whilst in our care.

We create a Pet Profile on our Pet Admin system and this information therefore is readily available to us on computer for future bookings you make.

We require that all cats are currently vaccinated against the following –

The Feline 3-1 inoculation (Infectious Enteritis, Rhinotracheitis, Calicivirus). These must have been administered within 11 months prior to boarding. If the annual vaccinations (boosters) are due these must be administered not less than 14 days prior to boarding.

**NO ANIMAL WILL BE ACCEPTED WITHOUT ALL CURRENT VACCINATIONS**

We do need to sight the Vaccination book or certificate on arrival to our premises. We also need to have the name and details of your Veterinary Clinic on file. If an emergency arises or your cat becomes unwell we need full permission from yourself or a contact to do so. Only in cases of extreme emergency we forego permission and take the cat immediately so we are not compromising the animals' wellbeing and health in any way.

Name of Veterinary Clinic or Practice .....

Address and Phone Number.....

.....

Contact Person One - Name and Phone Number .....

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Contact Person Two – Name and Phone Number .....

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Dietary Requirements – We do offer a range of quality food for meals (both wet and dry). However we may not have a particular diet solely designed for your cat. Speak to us about any special dietary needs and Owners will need to bring in any diet not included in our services ie Raw or Prescription etc. You are most welcome to provide any treats and alike for your cat. (providing your own food does not alter the price of the daily boarding fee).

What do you feed your cat/s .....

Frequency of meals      once daily/twice daily      morning/evening

Any instructions relating to feeding your cat/s .....

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Medical Issues – Any current medications your cat/s is taking will be administered accordingly to your instructions. Health issues are kept on file and we do a Snout to Tail Assessment on your cat/s upon arrival; we will document any findings that you may or may not know about and report them to you when the cat/s depart.

Does your cat/s have Seizures? Yes/no .....

Is your cat/s on medication for this and if so what? .....

Does your cat/s have heart problems? Yes/no .....

Is your cat/s on medication for this and if so what?.....

Is your cat/s incontinent? Yes/no .....

Is your cat/s on medication for this and if so what? .....

Does your cat/s have a history of sneezing (flu, snuffles) yes/no

Does your cat/s have a history of abscesses through fighting and cat bites? yes/no

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Any cat that is deemed unwell or becomes too stressed to be with the general population will be isolated in another area. Any extra care or special needs can incur extra charges on your bill.

Any allergies – i.e. skin, bee stings etc. As we are aware some foods do trigger allergies, it is best to inform us with the dietary requirements so we do not feed anything that the cat/s is allergic to.....

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Are there any current or past injuries that may have caused limited mobility, a disability or cause for extra care? yes/no

Are there any current or past surgeries that may have caused limited mobility, a disability or cause for extra care yes/no

If so, what is the injury or surgery and approx time/year that it occurred?

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.....  
AND also what instructions relating to the injury or surgery do we follow for their care at our Boarding Facility during their stay

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Is there anything else not mentioned above that is of importance relating to the health of your cat/s, please write here.....  
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Temperaments and Behaviour – Every cat is an individual with their own genetic breed traits, their own personalities and some may have issues. Giving us insight to these allows staff to respond to the cat/s without causing stress.

Anything applicable to your cat/s listed below please write down.

Does your cat/s suffer from any form of stress?

If so, what is the pattern of behaviour – ie licking, chewing, fretting, cowering, hiding away

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And if so, is your cat/s on medication for it and what? .....

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How does your cat/s react?

Just gives us a little insight such as – is your cat/s confident, dominant, or withdrawn and timid? Or perhaps just very relaxed, placid, friendly, cuddly and playful.

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Has your cat displayed any form of aggression either to people or other cats, perhaps a fear biter or highly nervous and unpredictable?

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Is there any form of temperament or behaviour not listed that you need to advise us of please write it here .....

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If you have any other questions or queries relating to the stay of your cat/s at our Boarding Facilities, please write them down and we will happily go through them with you.

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### TERMS AND CONDITIONS

Vaccinations – Any dog or cat must have been vaccinated annually or as recommended by the customer’s veterinarian in the case of Vanguard +5 and DHPPI. The vaccination records must be sighted on the first day of entering the Boarding Facilities.

Dogs – 5 in 1 vaccine plus Leptosporosis and Kennel Cough.

Puppies have to have all the boosters given at least 14 days prior to boarding.

Cats – Feline 3 in 1 (including Calicivirus, Rhinotracheitis and Feline Enteritis).

Kittens have to have all the boosters given at least 14 days prior to boarding.

If you are unsure ring your Vet and check if all the vaccine requirements for boarding your dog or cat has been done and are current under the Boarding Facilities protocols.

Contact whilst away – Owners have to provide all contact details AND a contact person (we preferably like two contacts) that may be phoned in an emergency if we are unable to contact you. In the event that the Owner wishes to have someone else pick up their cat/s, they must inform us with that name of that person.

Medical Conditions – All medical history and additional information such as temperament, special characteristics, dietary and other requirements for the cat/s must be provided. Veterinary contact details are also required along with precise information and instructions regarding administering of medication and the condition being treated.

As an Owner you agree to allow your Veterinarian to release the cat history upon request.

The management reserve the right to call a Veterinarian at the Owner’s expense should the need arise. The Owner or alternative contact will be phoned in the first instance if possible.

A Vet visit will only establish the best treatment for the cat if it is ill or injured to alleviate any pain or distress being suffered. Any other form of medical procedures or assistance such as blood samples, overnight stays, surgery etc pertaining from a Vet visit will be the Owners

right or decision to make. Therefore it is imperative that we have all correct information on contact details.

Where, in the case of extreme circumstances, the Veterinarian deems it necessary for euthanasia of the cat, Sharrow Boarding Kennels and Cattery will act as the Owner's agent and seek a second opinion or approve euthanasia. In the unlikely event of unexpected death an autopsy will be arranged at the Owner's expense to ascertain the cause of death including the possibility of infectious or contagious diseases.

It is recommended that, in the case of elderly pets, the owners should sign consent that in the event of death occurring in their absence, an autopsy is not necessary. It is also recommended that, in the case of elderly pets that may be nearing their time, Owners need to inform Sharrow Boarding Kennels what arrangements are to be done with the pet in the event death does occur.

Payment – Owners can pay prior to pick up on arrival; otherwise it is due at the time of pick up and no credit will be given. Payment can be made by cheque, cash or eftpos (there is no credit card facility with eftpos).

Management reserves the right to keep the cat accommodated until payment is made at the Owner's expense. Any long term boarding fees are to be paid monthly or by prior arrangement with Management. Any default in payment will be forwarded to Bay Corp for Collection (including any of their charges).

All charges are based on a calendar day or part thereof. The full day rate is charged for everyday the cat is at the Boarding Facilities. If the cat is picked up from the Boarding Facilities BEFORE 10am on the final day, no charge is made for boarding on that day. If picked up after 10-00am a full day charge applies.

Prices are subject to change without notice.

Owners are responsible for any harm or damage caused by their pets whilst boarding with us.

Transportation of Cats – cat cages or cat carriers must be secure and undamaged to ensure a cat does not escape in transit from the Owners car into entry of the Cattery. We do not accept a cat without a cage or a cat on a harness and lead entry into the Boarding Facilities.

A deposit can be required for long term boarding, Christmas bookings. (Christmas booking deposits are non- refundable). A Christmas booking deposit ensures confirmed accommodation at the Boarding Facilities as it is the time of the year we are fully booked and have waiting lists.

A surcharge of \$6.00 per day per cat is charged on Public Holidays.

Boarding Kennels and Cattery practices are vetted to a very high standard. Therefore, although all care and professional expertise will be given to your pet, we do not accept any responsibility for illness, injury or loss for any reason whatsoever apart from any breach of the guarantees in the Consumer Guarantees Act 1993.

Sharrow Kennels and Cattery will not be responsible for any damage whatsoever to any personal items, bedding, toys or other items.

Abandonment – The Management reserves the right to take whatever action necessary in the event of a cat not being picked up as scheduled. Every effort will be made to return the pet to its' Owner, but failing that, it may be handed over to the Animal Welfare Authorities.

Sharrows reserves the right to refuse entry to any pet for any reason at our discretion.

### CHRISTMAS BOARDING CONDITIONS

Please note that there is a minimum 5 day booking period for the peak period of 20th December to 10th of January and that all days booked will be charged for even if picked up early.

Bookings require the \$100:00 deposit to be paid at the time of making the booking and are non-refundable and non-transferable.

(No paid deposit no confirmed booking)

Bookings must be paid for in full at the time of checking your pet in.

### DECLARATION

I have read, understood and agree to the Terms and Conditions of my pet's boarding at Sharrow Boarding Kennels and Cattery

Name: .....

Signed: .....

Date: .....

THANK YOU FOR CHOOSING TO USE SHARROW BOARDING KENNELS AND CATTERY



