



NEW CLIENT FORM AND TERMS OF CONDITIONS – FIRST BOOKING

DOGS

CUSTOMER NAME (Mr/Mrs/Miss/Ms)

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Home Address.....

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Home Phone Number Work Phone Number.....

Mobile/s

Email Address

How did you hear about us?

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

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Male or Female

Colour of your dog/s

The birth dates and age/s of your dog/s

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Is your dog/s de-sexed yes/no

Name of Veterinary Clinic or Practice

Address and Phone Number.....

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Contact Person One - Name and Phone Number

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Contact Person Two – Name and Phone Number

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Last Flea Treatment Date and Treatment Used

Last Worming Date and Treatment Used

Did you obtain your dog as a Rescue i.e. SPCA, Humane Society, Animal Pound yes/no

Did you obtain your dog from a Pet Store yes/no or a Dog Breeder yes/no

Is your dog/s blind yes/no Is your dog/s deaf 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 our-selves 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 dog/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 dogs are currently vaccinated against the following –

The Canine 5 in 1 vaccination (Parvovirus, Distemper, Hepatitis, Para- influenza and Bordetella) covers the core vaccinations. Kennel Cough and Leptospirosis inoculations are also required. 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 dog 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 dog immediately, so we are not compromising the animals' wellbeing and health in any way.

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 dog. Speak to us about any special dietary needs and Owners will need to bring in any diet not included in our services i.e. Raw or Prescription etc. You are most welcome to provide any treats, bones and alike for your dog. (providing your own food does not alter the price of the daily boarding fee).

What do you feed your dog/s

Frequency of meals once daily/twice daily morning/evening

Any instructions relating to feeding your dog

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Medical Issues – Any current medications your dog/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 dog/s upon arrival; we will document any findings that you may or may not know about and report them to you when the dog/s depart.

Does your dog/s have Seizures? Yes/no

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

Does your dog/s have heart problems? Yes/no

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

Is your dog/s incontinent? Yes/no

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

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 dog/s is allergic to.....

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Are there any current or past injuries that may hinder/restrict exercise or mobility? Yes/no

Are there any current or past surgeries that may hinder/restrict exercise or mobility? 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 ie no walking, no playing, self-exercise etc.

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Are there any skin conditions not relating to allergies? (These also includes Hot Spots)

Yes/no

If yes, you will need to supply the atopic cream or ointment with instructions on the areas for it to be applied and how many times a day

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Is there anything else not mentioned above that is of importance relating to the health of your dog/s, please write here.....

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Temperaments and Behaviour – Every dog 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 dog/s without causing stress and applying the same methods/commands as they are used to in their own home.

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

Does your dog/s suffer from separation anxiety or any form of stress?

If so, what is the pattern of behaviour – i.e. licking, chewing, fretting, whining, cowering, hiding away, hard to settle etc.

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

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How is your dog with strangers? Are there any phobias with people wearing gumboots or hats or a sweatshirt with hoods? Does your dog/s respond to a male or female only?

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How does your dog/s react?

Just gives us a little insight such as – is your dog/s extremely overactive and excited, confident, dominant, could do with some training or can your dog/s be withdrawn and timid? Or perhaps just very relaxed, placid, friendly, cuddly and playful.

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Has your dog displayed any form of aggression either to people or other dogs, 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 (You can also let us know if your dog is a working farm dog, used to retrieve in hunting etc.).....

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Socialisation and Exercise – For the small, medium and big dogs if you would like us to socialise your dog with another, we will endeavour to find a compatible companion. Sharrows does not exercise dogs in big groups other than in the Toy house with the toy dog and some small dog breeds.

Do you want us to socialise your dog with another if at all it is possible? yes/no

Do you want us to do on leash walking with your dog/s? yes/no

Does your dog/s enjoy playing ball etc. Is the activity level high, moderate or low? For older dogs where mobility is restricted and any with past/current injuries and surgeries we need to know the volume or extent of exercise that is required.

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If you have any other questions or queries relating to the stay of your dog/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 Leptospirosis 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 have 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 dog/s or and 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 exercise requirements for the dog/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 dog/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 or dog 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 dog or cat, Sharrow Boarding Kennels and Cattery will act as the Owner's agent and seek a second opinion or approve euthanasia. In the unlikelihood 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.

In the case of a disruptive or continuously barking dog, all measures will be taken to calm the dog. If the dogs cause the Boarding Facilities to receive complaints or it becomes uncontrollable, then the Proprietors have the right to contact the Owner or emergency contact to come and remove the dog from the Boarding Facilities.

In the case where upon arrival the dog or dogs are deemed aggressive towards the Staff, the Proprietors have the right to refuse entry into the Boarding Facilities.

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 dog or 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 dog or cat is at the Boarding Facilities. If the dog or 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 10-00 am a full day's charge will apply.

Prices are subject to change without notice.

Un- neutered dogs and females in season can be charged an extra \$5.00 per day on top of the boarding fee.

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 and non transferable). 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 \$9.00 per day per dog and \$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 dog or 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 to board any pet for any reason on 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



Owned and Operated by Fiona and Paul Crowther
Email info@sharrows.co.nz Website www.sharrows.co.nz