

Keringa-Petwings

DECEMBER Bookings 2016
Keringa Boarding Kennels for Dogs
Keringa Forest Log Cabins for Dogs
Keringa Kanine Kabanass
Keringa Candy Striped Kitty Cabanas
Keringa Dog Food Depot

Keringa - Petwings
Telephone: 011 976 3030
E mail: enquiries@keringa.co.za

Thank you for wanting to book your pet/s into our kennels for their holiday at the end of the year - they are sure to have a super time at their favourite Country Club.

We attach a Booking Form, together with our Terms and Conditions, for your kind attention.

1. Please complete the booking form in ALL DETAILS then fax or e mail it back to us.
2. Simultaneously send us your pets' annual vaccination certificates, (ANNUAL Rabies and Booster), plus Canine Cough for dogs and Snuffles (BB) "shots" for cats which is required before a booking can be made, (please show this to your helpful veterinarian)
3. PAYMENT - (of non-refundable deposit) - you can either
 - a) Complete the Credit Card Authorization (below) and fax or e-mail it back to us, or
 - b) Do an internet transfer into our account for 50% of the quotation and copy us.

Please note that we can only make a booking when the deposit has been received, (if accommodation is still available and pet's vaccinations are in order).

We will then e mail (or Fax) our CONFIRMATION LETTER plus your STATEMENT, showing balance due and when payable, your dates and which pets booked, and other useful information.

Only on receipt of your confirmation letter is your booking confirmed.

PLEASE NOTE - PEAK PERIOD (No high-season surcharge)

There is a minimum payable period of 14 days for Forest Log Cabins and 7 days for all other boarding during the period 10 December 2016 to 04 January 2017.

CREDIT CARD AUTHORISATION

To: Keringa-Petwings, P.O. Box 6168, Birchleigh, 1621 Fax No. 011 393-1503

Please debit my credit card by R being a non-refundable deposit (see 3 above), and deduct this from the total boarding fees due on or before noon on 15 November 2016.

(DEADLINE FOR ALL PAYMENTS)

Card No:/...../...../..... (Master, Visa or Diners cards only)

Expiry Date: CVC No.: (last three digits on reverse of card) (IMPORTANT)

Your surname: Title:..... Initials:..... Day Tel No.: (.....)

(PLEASE PRINT)

Postal Address only:

..... Code:

I.D. No.: (IMPORTANT) – Bank Requirement

Signature: Date: Fax No.: (.....)

Please visit our facilities to inspect your pet's holiday accommodation before **01 December 2016**, as

we are unable to take clients to the kennels when pets are checking in for their holidays.

KERINGA-PETWINGS

P O Box / Posbus 6168 Birchleigh 1621. Tel: (011) 976-3030 Fax. / Faks. (011) 393-1503

Print surname and initials only	Mr Mrs Miss					Mnr Mev Mej	Skryf net van en voorletters in drukskrif neer
Booking Date:	From: Van:			To: Tot:			Bespreking vanaf: Datum:
Pets Names:							Troeteldiere se name:
Dog or Cat:							Hond of Kat
Breed (in full) (not mongrel)							Ras (volledig) (nie baster)
Colour/s							Kleur/e
Sex: Mark 1 Square with X for each pet	Neutered Male Gekastreerde Reun	Neutered Male Gekastreerde Reun	Neutered Male Gekastreerde Reun	Neutered Male Gekastreerde Reun			Geslag: Merk net een blokkie met X vir elke dier
	Un-neutered Male Ongekaastreerde Reun	Un-neutered Male Ongekaastreerde Reun	Un-neutered Male Ongekaastreerde Reun	Un-neutered Male Ongekaastreerde Reun			
	Spayed Female Gesteriliseerde Teef	Spayed Female Gesteriliseerde Teef	Spayed Female Gesteriliseerde Teef	Spayed Female Gesteriliseerde Teef			
	Unspayed Female Ongesteriliseerde Teef	Unspayed Female Ongesteriliseerde Teef	Unspayed Female Ongesteriliseerde Teef	Unspayed Female Ongesteriliseerde Teef			
Age/Birth Month							Ouderdom/ Verjaarsdag Maand
Nature: Soft, Normal, Aggressive							Geardheid: Sag, Normaal, Aggressief
Type of accommodation	Standard Private 1.5m – 4.5m Cement Area	Standard Sharing 1.5m – 4.5m	FLC – Forest Log Cabins 7 – 10 m ² Grass Park	Cats Sharing	Cats Private	Tipe Akkomodasie	
Your Postal Address and Code							U posadres en kode
Physical Address							Fisiese Adres
Your telephone numbers and codes	Home: Huis:			Work: Werk:			U telefoonnommers en kodes
Other	Holiday Tel. No.: Vakansie Tel No.:	Fax: Faks:			E-Mail:	Ander:	
Your Vet's name and telephone no.							U Veearts se naam en telefoonnommer
I acknowledge that I have read and agree to the terms and conditions in this contract as printed	I have received a copy of your Terms and Conditions. Ek het 'n afskrif van u Bepalings en Voorwaardes ontvang. Signature: _____ Date: _____ Handtekening: _____ Datum: _____ OWNER / EIENAAR						Ek erken dat ek die bepalinge en voorwaardes van hierdie kontrak soos and die keersy afgedruk, gelees het en daartoe instem

FOR OFFICE USE / NET VIR KANTOOR GEBRUIK

Vaccinations – Booster Date:					RECEPTIONIST		
Vaccinations – Rabies Date:							
Vaccinations – Kennel Cough /Snuffels							
Frontline and Deworming							
Service Date					Admit	Release	
Recommended by:							
Comments:						T. ON	T. OFF



Terms and Conditions

1. In the interest of all pets, no booking will be accepted or pets admitted for boarding unless they are vaccinated according to current veterinary and our own requirements and documentary proof being first presented.
2. In order to keep our boarding facilities parasite-free, all pets will be treated with a tick and flea preventative such as Frontline, on admission. Pets will also be dewormed on arrival. There will be an additional charge for these two services. Dogs booking into the Forest Log Cabins are required to be dewormed and treated against external parasites by a veterinarian not less than two days before admission, with acceptable written proof being supplied. Should this not be done, dogs will be required to spend their first night here in a normal kennel, without reduction of charges.
3. Your dogs, cats or other pets can expect the finest treatment at KERINGA KENNELS, but they and their accessories are boarded entirely at their owner's risk. The owner acknowledges that he is aware of the conditions under which they will be accommodated and of the fact that they may selectively companion-share kennels unless a private kennel / cattery is booked and paid in advance.
4. The full period of board contracted for must be paid for, and accounts settled in advance, but not later than the date prescribed by us on our statement of account.
5. The pet's owner acknowledges responsibility for the full costs of accommodation booked whether the pet is accommodated or not, and that this reservation contract is not subject to cancellation or variation, unless such cancellation or variation is received by us in writing at least two weeks before booked admission date.
6. Cancellation policy: 2 Weeks or more before admission - we will refund 100% of moneys paid less the non-refundable deposit.
1 to 2 Weeks before admission - we will refund 50% less the non-refundable deposit.
Less than one week before admission - no refunds will be made.
7. Fees are charged inclusive of days of arrival and departure, unless pets are collected BEFORE 9am sharp on departure date, which day will then be free of charge.(not applicable to Peak Seasons)
8. Our fees include: physical check-ups; bathing, brushing and exercising for dogs; but specifically exclude nursing, medication, special diets or additional services which will then be charged as an extra.
9. If in the sole discretion and opinion of the owner or senior staff of KERINGA KENNELS your pet should become sufficiently ill we will call a veterinarian to attend to your pet or it will be taken to a Veterinary Hospital where it can receive the correct professional attention, at pet owner's expense.
10. All outstanding balances, including transport, Veterinary fees and expenses will be paid by the owner directly to KERINGA KENNELS before removal of your pet from our premises.
11. Pet owners are permitted to bring their pet's own bedding, subject to quality and quantity inspection and approval by our Kennel Manager. Every effort will be made to look after your pet's bedding, toys and accessories, but Keringa Kennels accepts no responsibility for their loss or damage. (See paragraph 3 above)
12. If pets are not collected within 1 (one) week of their booked departure date, we reserve the right to sell them to recover costs or to dispose of them as we in our sole discretion may deem fit without prejudice to our rights to compensation from the owner. (We have had pets abandoned here.)
13. BUSINESS HOURS
Monday to Friday: 7.00 am - 6.00 pm
Saturday: 8.00 am - 1.00 pm
Sundays and Public Holidays closed to the public

SPECIAL NOTE AND SPECIAL CONDITION:

Due partly to the very long hours above, (60 hours a week) we are closed to the PUBLIC on Saturday afternoons, Sundays, Public Holidays and the entire Easter long-weekend including all day Easter Saturday. NO PETS WILL BE ADMITTED OR RELEASED OUT OF BUSINESS HOURS.

KERINGA c.c.
t/a KERINGA KENNELS
(The Proprietor)

A BILL OF RIGHTS FOR BOARDED PETS

Keringa Kennels accepts the responsibility involved in the caring for your beloved pets. As part of that responsibility, we commit ourselves to operate in accordance with the highest internationally accepted standards.

Our Pledge to Your Pets:

1. We will care for all pets boarded here with kindness and place their welfare above all business considerations.
2. We will provide security and safety for all our boarded pets by means of well-planned kennel design, good pet handling procedures, appropriate separation or companion sharing of pets, and by keeping all pet boarding areas free of potential hazards.
3. We will maintain a sanitary environment for all boarded pets.
4. We will provide vigilant supervision over all boarded pets by competent, conscientious and trained personnel and will respond appropriately to any sign of distress or emergency.
5. We will provide clean water containers and fresh water daily to all boarded pets.
6. We will provide an adequate and healthy diet to each boarded pet.
7. We will seek immediate Veterinary assistance when necessary, the choice of veterinarian governed by kennel policy.
8. We will require proof of valid Veterinary vaccinations for all boarders as a condition of entry to our kennels.
9. We will administer Veterinary prescribed medication in accordance with instructions.
10. We will take appropriate measures to control parasites within the kennel environment.
11. We will provide protection from the elements and from excessive exposure to the sun.
12. We will provide adequate ventilation to minimize possible exposure to harmful bacteria or viruses.
13. We will provide protected sleeping areas which are large enough to accommodate normal postural movements.
14. We will provide exercise opportunities in areas which are clean, safe and secure.
15. We will do our best to give your pet a happy and healthy boarding experience.

