



Westlodge Pet Hotel Booking Form

I wish to board my Pet:

From (date): _____/_____/_____

To collection (date): _____/_____/_____

Owner Details

Title/s _____

First Name/s _____

Surname _____

Address _____

Contact Details

Home _____

Mobile _____

Other (please specify): _____

Email address _____

Do you give permission for your dog to be walked off-lead in secure, fenced fields? Yes / No

UK Contact _____

How did you hear about us? _____

Your Pet

Name _____

Breed/Description _____

Gender Male / Female

Age _____ Date of Birth ____/____/____

Does your pet have a microchip Yes / No

Castrated/Spayed Yes / No

Last heat date ____/____/____

Last Worming Date ____/____/____

Current flea and tick prevention treatment _____

and when last used: ____/____/____

Has your pet suffered with anything, e.g. upset tummy, been sick etc in the last 4 weeks?
If so, please provide details:

Has your pet visited the vets in the last 6 months?
If so, please give reason why:

Does your pet have any allergies to food etc.?

Is your pet on any on any medication?
If so, please give details:

Other medical problems/conditions:

What do you feed your pet?

Quantity _____ Time(s) _____

Does your pet have treats at home?

Behavioural Problems

Please give details of any of the problems listed below.

Non-disclosure may result in payment of any damages by the owner and an additional charge for the service.

Barks excessively:

Destructive:

Biting/ Nipping:

Nervous of loud Noises:

Separation Problems:

Other:

Is there anywhere your pet does not like to be touched:

Which commands does your pet know, for instance: sit, come here, etc:

What sort of physical praise does your pet enjoy (e.g. gentle caressing) and where (e.g. top of head, back, tummy etc):

What is your pet's favorite game:

What is your pet's favorite toy:

What are your pet's favourite treats and when do they receive them?

Has your pet been in kennels before?

If yes did they settle well, please advise us of any issues or problems:

Your Veterinary Surgery

Name and Address of your Veterinary Surgery:

Phone:

Do you give full permission for us to contact your vet if required, at any time whilst your pet is with us:

Yes / No

Westlodge Pet Hotel

Terms & Conditions

Please read carefully – by boarding your pet/s with us, you agree to adhere to the below Terms and Conditions

Visit Us

Please feel free to come and view our Kennels and Cattery. Please contact us for an appointment on:

Phone: 01223 891534

Email: reception@westlodgekennels.co.uk or reception@westlodgecattery.co.uk

Opening Hours:

- **Monday - Saturday:** 9.30am – 11.30am and 3pm – 5pm
- **Sundays:** 10am to 12pm
- **Bank holidays:** Reception is **closed** for all bank holidays: therefore, pets cannot arrive or depart on those days

Deposit & Days Charged

We charge for day of arrival and day of collection. However, we make a concession of a half-day reduction for pets collected by 11.30am. A cat pen or kennel will be available from 9.30am on your arrival date and until 5pm on your day of departure. Any pet not collected by 5pm will be required to stay until the following day and subsequent charge added to the bill

Payment may be made by cheque accompanied by a cheque guarantee card, bank transfer, cash or credit card.

We reserve the right to revise our prices when necessary. All prices quoted will be at the rate prevailing at time of booking. All prices charged will be at the rate prevailing at time of boarding.

Due to problems in the past with no-shows and last-minute cancellations, we now require non-refundable deposits of:

Traditional Kennels, Traditional Cattery and Luxury Cattery:

- £25 if your booking is between 1 – 5 days long (including arrival and departure day)
- £50 if your booking is between 6 -14 days long (including arrival and departure day)
- £75 if your booking is between 14- 21 days long (including arrival and departure day)
- If your booking is of 22 days or longer, please enquire for deposit required

Luxury Apartment and Studios:

- Half the booking total will be charged as the nonrefundable deposit

We charge double rates on Christmas Day, Boxing Day and New Year's Day.

Early Returns & Cancellations

We do not give credit for early returns, you will be charged for the period originally booked.

ALL deposits are non-refundable. Please understand that we are a small business and any cancellations, refunds, or no-shows can have a huge impact on our success. A cancellation fee will also be charged if the booking is cancelled less than 30 days before the arrival date, as per below (the deposit paid will be reflected in the amount payable):

- 16-29 days: 50% of the total booking will be payable
- 8-15 days: 75% of the total booking will be payable
- 0-7 days: 100% of the total booking will be payable

We charge double rates on Christmas Day, Boxing Day and New Year's Day.

Westlodge Kennels and Cattery Limited, Linton Road, Great Abington, Cambridge, CB21 6AA

Company Number 7465924 Registered in England | V10-3-20

Phone: 01223 891534 www.westlodgepethotel.co.uk

Checking In

All pet details are logged on our PetAdmin software including any special needs, veterinary details, contact numbers, medication and dietary requirements. All pets must be fully vaccinated and hold a valid certificate that must be presented on arrival as a condition of residence. If, during your pet's stay they become unwell, they will be treated by our vet. This will be covered by the kennel insurance up to the policy maximum.

Health

A condition of boarding is that your pet is in a fit and healthy condition and has proof of vaccination. If however, your pet falls ill whilst with us, they will be covered by our insurance up to the policy maximum. Animals are boarded at the sole risk of their owners and whilst every care will be taken, the management cannot be liable for illness, injury or death of any animal in their care.

Please note that, here at Westlodge, we do not charge extra for administering any kind of medication for your pet. Unfortunately, we are unable to administer injections to pets.

Insurance

Your pet is covered by our Pet Insurance whilst in our care up to our policy maximum. This insurance does not cover pre-existing conditions.

Our insurance will only cover veterinary treatment for an illness that has occurred at Westlodge or that first shows clinical signs within 48 hours of leaving the kennels/ cattery.

Receipts for veterinary treatment must be submitted to us within 14 days of the pet's departure.

Inoculations, Worming & Flea Treatment

We do need to see up to date vaccination certificates on arrival. Any pet that does not have an up-to-date vaccination certificate **WILL NOT BE ACCEPTED FOR THE STAY BOOKED**. However, you will lose the deposit paid and will be charged the remaining amount on the bill.

DOGS must be fully inoculated against Distemper, Hepatitis, Leptospirosis, Parvovirus and Parainfluenza and must have had their booster injection within the previous twelve months.

Kennel Cough - We do ask that all dogs have this vaccination. Although it does not cover all viruses, we have found that outbreaks have been far and few between since all dogs arriving have been vaccinated. Please have this vaccination done at least 14 days prior to arrival, as it is a live vaccination.

It is the responsibility of the owner to flea-treat and worm before arrival. If fleas are found on your dog, we will only be able to comb the fleas out and treat with a flea bath (charge added to bill at groomers rate). We will not apply any treatments that have not been provided by the owner or a vet, due to the risk of allergic reaction in some dogs.

Please be aware that some flea products that are regularly used have now become non-effective against fleas and you may need to change treatment types.

CATS must be fully inoculated against Feline Leukaemia, Feline Infectious Enteritis, Feline Viral Rhinotracheitis (Feline Herpes Virus) and Feline Calicivirus and must have had a booster injection within the previous twelve months.

It is the responsibility of the owner to flea-treat and worm before arrival. If fleas are found on your cat we will only be able to comb the fleas out. We will not apply any treatments that have not been provided by the owner or a vet, due to the risk of allergic reaction in some cats.

Please be aware that some flea products that are regularly used have now become non-effective against fleas and you may need to change treatment types.

Male cats/kittens must be neutered before they will be accepted into the cattery, this is due to the likelihood of them starting to spray in our cattery, making it an unpleasant environment for our other guests; they may also continue this behavior once they come home.

Behavior

We cannot board dogs that are destructive in the luxury rooms. If your pet was to become destructive whilst staying in the apartment or studio, they would need to be removed into a standard kennel and you would still be charged the luxury rate. This is for your pet's own safety, in case they were to consume anything that they had destroyed.

We do retain the right to separate boarders should there be any problems between them e.g. fighting, illness etc. This may involve extra cost to the customer

Belongings

Everything your cat or dog requires for their stay here is provided. We have bedding, food bowls and toys. You are welcome to bring your own pets bedding or toys and, as much as we will try our best to keep them in the condition they came in and not be lost in our large washing system, we cannot guarantee that these will be returned at the end of the pet's stay.

Food

Some dogs are very active here and need more food than they normally would at home. If you are bringing in your pet's food, please ensure you bring in extra, in case it is needed. It is better for us to have too much than too little for your pet's needs

Medication

If your pet requires medication, please bring it in a clearly labeled container, with the dosage amounts correctly marked on it

Care

Animals are boarded at the sole risk of their owners and whilst every care will be taken, the Management will not be liable for illness, loss, injury or the death of any animal in their charge.

Any medical concerns or requirement we do use our own vet, David Urwin He is on call to us 24 hours a day and if your pet becomes unwell we will consult Mr Urwin, who if needed, will contact your pet's own vets. By boarding your animal here at Westlodge you agree that we have access to your pet's medical records and that we can permit treatment on your pet in your absence, with accordance to the advice of the veterinary professional. If the owner is uncontactable in the event of an extreme emergency, we will act in the best interests of your pet, which may mean giving permission for euthanasia or surgery.

Non-Collection

The customer agrees that if their dog/cat is not collected within 7 days of the date on which it is due to leave Westlodge and no communication is received from the owner by the boarding kennels, owner, authority is given to rehome the pet at our discretion.

IMPORTANT:

PLEASE DETATCH, SIGN AND BRING THIS SLIP WITH YOU TO YOUR NEXT BOOKING.

I UNDERTAKE TO ABIDE BY WESTLODGE KENNELS & CATTERY TERMS AND CONDITIONS ON EVERY OCCASION MY PET/PETS IS/ARE BOARDED WITH WESTLODGE KENNELS AND CATTERY:

SIGNED:

DATE: