

Hillcrest Daycare/Boarding

Hillcrest Contract



Hi! This is my info:

Name _____

Age _____

Gender - Male Female

DOB: _____

Breed _____

MicroChip number _____

Allergies _____

Name of Owners _____

Address of Owners _____

Contact Number of Owners _____

Activities 

Yes- No Distance _____

Please provide via email or photo copy of current


Vaccinations

Medical History

Please Sign and Date below that all the above information is

Correct:

Sign _____ Date _____

FEEDING 

All food is to be supplied by owners

Morning Amount _____


Afternoon Amount _____

Evening Amount _____

Treats _____

Restrictions _____

Medication _____

Vet Information 

Regular Vet _____

Contact Number _____

Address _____

Emergency Contact _____

Contact Number _____

Address _____

To secure your booking please complete the above and return the form signed to the above address within 5 days. Please note your booking is not confirmed until this form is signed and returned. By signing this form, you are also agreeing to abide by our Terms and Conditions which are printed on reverse of this form.

Initial _____

Pet Questionnaire

Does Your Dog get left alone? Yes _____ No _____

Has your dog been Socialised? Yes _____ No _____

Has your dog been around children? Yes _____ No _____

Can your dog be let off the lead Yes _____ No _____

Any Car/travel issues? Yes _____ No _____

Has your Dog been Neutered or Spayed Yes _____ No _____

Have you had your dog from Birth _____ Rescue _____

Does you dog have any aggression Yes _____ No _____

What are your dog's sleeping arrangements?

Anything else we need to know?

Initial _____

Terms & Conditions

Vaccinations:

- Hillcrest Doggy Daycare & Boarding requires a copy of your pet's vaccination certificates and must be attached to every signed and completed Hillcrest Contract. Failure to comply will result in the dog being refused for Boarding or Daycare.
- Dog vaccinations must safeguard against the following diseases: Distemper, Parvovirus, Hepatitis & Leptospirosis.
- We recommend, but do not insist upon, vaccination against Bordetella Infection (Kennel Cough), however such vaccinations must be carried out TWO WEEKS prior to entering our facility or entry will be refused.

Notification of Medical Conditions:

- If a dog has a medical condition of any sort we must be notified at the time of booking. We reserve the right to refuse admission if we have not been notified. All conditions must be stated on the Hillcrest Contract also.
- All reasonable efforts will be made to administer oral medication or to apply external treatments as directed of which there is no charge to the owner. However, if required, Veterinary assistance may be requested at the owner's cost without prior consultation.

Basis Of Charging:

- Charges are based on per night and the owner provides its dog's food (Boarding) and per day for Daycare.

Periods of Boarding:

- If a pet is collected before the date of collection previously advised, we reserve the right to charge for the confirmed period booked.

Deposits:

- In busy periods such as School Summer holidays, School Christmas & New Year holidays, School Easter holidays and School Half- Terms all customers may be required to pay a non-refundable 50% deposit. Bookings will only be confirmed on receipt of the required deposit and a completed Hillcrest Contract.
- Once a Hillcrest Contract has been signed and completed the owner is liable for payment of the full term (Boarding Only). This may be waived if a reasonable period of notice has been given for cancellation and the dog space has been re-let. Daycare operates a 24 hour cancellation policy where full payment is due if cancelled out with this period.

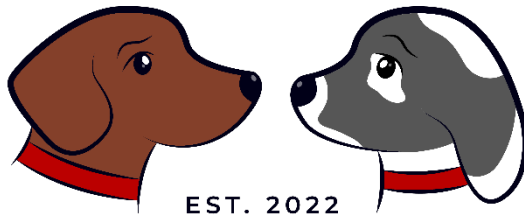
Aggressive/Destructive Temperaments:

- We do not permit animals with aggressive and destructive temperaments. In cases where animals are left that prove to be aggressive towards other animals or staff, destructive to our facilities and/or continuous barking, we will contact you to arrange their removal. All damage caused by an animal to any area will be chargeable to the animal owner.

Other:

- Whilst every care will be given to your pets, Hillcrest Doggy Daycare & Boarding will not be held responsible for any illness, injury, loss or damage to the animal(s), however caused during their stay. Boarding and Daycare is entirely at the owner's risk.
- If an animal is not collected within 24 hours after the date on which it was originally due to leave the facility, your pet will be placed in the care of our local SSPCA and reported as an abandoned dog. Please note, fines may be applicable if this situation occurs.
- Payment for boarding full term is due 7 days before the arrival of your pet and if not received within this period, your booking will be cancelled
- Payment for Daycare is due 48 hours after an invoice has been sent and received.
- Hillcrest Doggy Daycare & Boarding operate a fully recording CCTV system which records visual media 24 hours per day. The compound has an audio/visual camera located at our entry automated gates and captures all interaction that occur at that location
- Hillcrest Doggy Daycare & Boarding reserves the right to add, change, or vary these Terms & Conditions at any time. However, the latest prevailing Terms & Conditions are always available immediately on request.

Initial _____



HILLCREST

DOGGY DAYCARE & BOARDING

INFORMATION SHEET

DAYCARE

Open Mon - Fri

Drop Off – (0700-1000)

Collection Before 1800

DROP OFF – Please place your pet in the entrance holding pens at either side of the property. There are lead hooks located on all holding pens and you can also use the lead drop station at the front gates. You also have the choice to take your lead away with you. Please note it is the owner's responsibility to ensure the holding pens are fully secured before leaving the property.

COLLECTION – Your dog will be placed in one of the entrance holding pens for you to retrieve them and be able to put their lead on safely in the enclosed area. Please note it is the owner's responsibility to ensure the holding pens are fully secured whilst leading your pet.

WHAT TO BRING – Just your dog

WHAT NOT TO BRING – Food, treats, toys, comforters

BOARDING

Open 7 Days

Drop Off Mon – Fri (0700 – 1800)

Drop Off Sat – Sun (1000 – 1300)

Collection Before 1300

DROP OFF – After your goodbyes, your dog will be taken into our home and then entered into the daycare compound to start their day/evening. Their belongings will be taken from you and then we

Initial _____

ask that you leave as soon as possible in order to reduce any stress and anxiety with your pet and the other pets that have already arrived.

COLLECTION - Please message us on our mobile line 15 minutes before your arrival. We will need this time to get your pet ready to go home. As soon as you arrive we will hand over your dog and ask that you place them in your vehicle immediately. Even though we are on a quiet road, the safety of your pet is our first priority and we want to limit their exposure to risk at all times.

WHAT TO BRING – Your dog and their food for their full stay with us.

WHAT NOT TO BRING – Toys, comforters, bedding (If your dog requires their own bed to reduce stress and anxiety during bedtime then please bring their bedding).

GENERAL

When dropping off your dog, for either Daycare or Boarding, we adopt the ‘drop and go’ method where we have identified anxious pets during assessment. Although this might be difficult for our pet owners, it makes the hand-over to us for your pet much less stressful on them.

When arriving at our front gates, please press the buzzer only **ONCE**. We have motion sense camera and will know you are there. If there is a delay, please be patient as this means we are completing security checks before opening the gates.

At Hillcrest Doggy Daycare & Boarding, security is a top priority. Our facility is divided into 2 areas:

1/ Collection & Drop Off Area

2/ K9 Compound (Staff & Dogs Only)

1/ Our Collection and Drop Off area is secured by 12-15 foot box hedging and can only be accessed through our coded automated gates. There are 6 high resolution cameras recording 24 hours per day and we have a motion sense camera located at the automated gates that captures all in-coming and out-going visitors.

2/ Our K9 Compound is secured by a 6-8 foot brick wall with additional fence netting on the rear elevation. Only Hillcrest Staff & Doggy Pets are permitted to be in this area. The only exception is during your initial visit and assessment when you will be given a guided tour of our whole facility.

Initial _____

A DAY IN THE LIFE

7am – Doors open and Daycare guests for the day start to arrive. Our rested boarders have a reserved place in our Daycare for the duration of their stay.

10am – By now all the dogs have arrived. Everyone has said good morning to everyone else and just like in any school playground, everyone finds friends with a similar play style to hang out with. Our Boarders are guided into our feeding area and given their first meals of the day (We will allow at least 1 hour of rest after feeding to allow proper digestion and avoid the risk of twisted stomachs)

12 – 2pm – Lunch time for Hillcrest Staff and chill time for our pooches. We gently persuade everyone to rest for an hour, including the Duracell Dogs.

2 - 4pm – Pooches let loose for final playtime before the start of collections at 4pm.

4pm – The daily task of matching leads to dogs begins as the first mums and dads start arriving to pick up their tired and contented dogs.

6pm – Daycare closes, and our Boarders are given their second meals of the day (We will allow at least 1 hour of rest after feeding to allow proper digestion and avoid the risk of twisted stomachs).

7 - 8pm – Our Boarders are taken for an evening walk to ensure they are all fully exercised before bed. We match the walking distance to each dog based on a number of factors including age, size and breed.

9pm – All pooches go to doggy slumberland, and it all starts again the next morning at 7am.

AND REPEAT

Initial _____