



Welcome to Chrischen Kennels



Your Pets Own Holiday Resort



We at Chrischen kennels see your animals as part of your family, therefore we love to spend time with all animals in our kennels. We give the best attention and love possible to each boarder. Looking after your 4-legged family member is our pride. We want to have happy boarders and happy clients, so we'll do our best for you!

To do the above we need your co-operation regarding the following terms and conditions.

Please don't embarrass yourselves or our staff by not applying to these terms and conditions

RIGHT OF ADMISSION RESERVED

Terms & Conditions - Please read carefully

Whilst all reasonable care and precautions are taken in looking after the animals in our kennels, it is distinctly understood that no liability's incurred by the Proprietors in respect of any loss or damage to the animals through escape, sickness, or any causes whatsoever.

Owners are accordingly requested to examine and satisfy themselves to the condition of the accommodation for the intended boarder and on the signing hereof agree that they are satisfied with such conditions

And that it is distinctly understood that no liability's incurred by the Proprietors in respect of any loss or damage to motor vehicle's, personal belongings, injury to persons, or any causes whatsoever.

Please make an appointment to view the kennels in advance.

Please leave your animals in the car until one of our staff members can attend to them.

No animals will be permitted to run loose on premises please keep them on a lead, cats in carriers.

Owners will not be allowed to take animals into the kennels, our staff will take them from the office.

No clients will be allowed in the kennels during long weekends & School holidays, or without appointment as we are very busy and it upsets our boarders.

No Children will be allowed into kennels at any time during the year.

Staff should be warned against aggressive animals before handling them.

Pet owners will be charged for medical accounts should any of our staff be bitten by aggressive animals.

3 Animals that are not collected within ten days after the intended date of discharge may be at the discretion of the Proprietors be taken to the SPCA or placed with new owners, but it is agreed that the owner shall remain liable for normal daily charge up to the date that the animals are moved from our kennels.

Only fully vaccinated pets are accepted into our kennels. Please fax proof of annual vaccination before arrival. **Fax: 0865198272**

Annual inoculations required - Dogs 5 in 1 + Rabies. Cats 4 in 1 (Eclipse 4) + Rabies.

Deworming for Hook, Roundworm and Tapeworm.

All dogs must be inoculated against **Para influenza.** (Kennel Cough)

All cats must be inoculated against **Sniffles**

Vaccinations must be done at least 14 days before arrival at the kennel.

Animals on medication are more than welcome, although an extra charge per day will be added.

All medication should be clearly marked with Owners surname, Animals name, breed and colour.

ALL VETERINARY CHARGES ARE FOR PET OWNERS ACCOUNT. (Transport will be charged for per km.)
for taking / collecting animals to / from Vet)

5 **Food:** We provide Propac - Premium Quality Dog & Cat food, Royal Canin for Dogs and cats as well as Vets Choice and Eukanuba.

If your animals are on a special diet at home, we advise that you bring your animals own special diet.

Tinned Food (Husky), Whiskers & Pedigree pouches, must please be supplied by Owner!

All food must be clearly marked!

6 For hygienic reasons we supply our **own bedding** to keep our kennels & your animal safe and pest free!

No beds or blankets will be allowed!! One toy per pet will be allowed!!

7 Please put tick and flea prevention on before arrival at kennels.

8 Heated and Indoor kennels are available in winter months @ an additional charge per night.

9 Individual kenneling: Only animals from one home may share accommodation.

Due to price increases in pet food , electricity and chemicals, rates are subject to change.

Bookings

All fees must be paid for, in advance and include the day of arrival and departure.

No Bookings will be done without a booking form!!

50% Deposit must be paid within 4 days of receiving Invoice to secure the booking.

Weekend bookings and booking shorter than 5 days are payable in full.

No booking will be made unless the deposit have been paid.

No bookings will be done without proof of payment. (Please fax or e-mail proof of payment)

Payments will only be deducted once we receive proof of payment. (we don't have time to search for payments on our bank statements)

No animals will be taken into the kennels without full payment

Rates are charged per animal per day and not per kennel. (including day of arrival & departure)

Cancelation Policy

More than 30 days prior to arrival: Full refund less 5% admin fee

2 - 4 weeks notice prior to arrival:- 50% of deposit will be retained

Less than 2 weeks notice:- 100% of deposit will be retained

Deposits paid for December bookings are refundable up to 20 November - there after NO REFUNDS !

On completion and signing of a booking form, clients will be liable for days stipulated on booking form and dates can only be changed up to one week before arrival. (depending on availability of kennels)

No refunds or credit will be given, should you return earlier than date booked for.

December booking dates can only be changed up to 20 November (depending on availability of kennels).

There after no dates can be changed!

As we don't lift our prices for peak seasons we do charge a surcharge.

A surcharge per booking will be charged for School Holidays, Long Weekends & December bookings - non refundable

No Exceptions will be made to any terms and conditions.

Office Hours: Monday - Friday 8:30 - 11:00 & 15:00 - 16:30

Office Closed on:- Saturdays, Sundays & Public Holidays!

TEL 011 979 3247

e-mail: [chrischen @mwec.co.za](mailto:chrischen@mwec.co.za)

Fax: 086 519 8272



WE LOOK FORWARD TO CARE FOR YOUR PETS AND WISH YOU A MOST ENJOYABLE HOLIDAY!!

Please do not "tip" the staff - there is a staff tin in the office and the "tips "are divided between all of the staff!

Latest update 09/01/2018

