# AGREEMENT

1. Whilst all reasonable care and precaution will be taken during your dog/s stay at Zimzala K9 Hotel, it is distinctly understood that no liability will be incurred by the Proprietors in respect of any loss or injury of your dog/s through sickness, escape or from any cause whatsoever.
2. Although care will be taken with the safe keeping of any collars, leashes, containers, toys, blankets, beds, etc. supplied by owner/s for their dog/s benefit during his/her stay at Zimzala, we do not assume responsibility for any loss, damage or misplacement thereof.
3. It remains the responsibility of all dog owners to examine and satisfy themselves as to the suitability of the accommodation offered and on the signing hereof agree that they are satisfied with such conditions.
4. It is understood that only dogs that are up to date with all the required vaccinations (DHPPI, Rabies, Kennel Cough) or with a positive Titer Test Certificate will be accepted at our facilities. Vaccinations must be done at least two weeks prior to check in date. Proof of such must be provided prior to admission date.
5. All bitches that are in oestrus or had their last oestrus cycle more than 5 (five) months before their planned visit to Zimzala, cannot be accepted at our facilities. However, should your bitch come into oestrus, for any reason whatsoever during her stay at Zimzala, you will be requested to remove her immediately. Failing which, a penalty of R300 per day will be levied for the duration of her stay in addition to the normal room rate.
6. Aggressive and/or un-social dogs cannot be accommodated in our day care and overnight facilities.
7. All dogs must be on an on-going tick, flea and de-worming treatment program. If any signs of ticks, fleas or worms become evident during their stay, the dog/s will be treated with a suitable remedy. All charges will be for the owner's account.
8. All food and treats are to be supplied by the dog/s owner/s. However, we do stock a wide range of premium dog food (kibble, raw meals, cooked meals and healthy treats), which may be purchased from our shop, should you so wish. Only puppies will be fed at noon as per owner's instruction. All day care dogs must be fed at home prior to arrival.
9. Zimzala will provide beds and/or mattresses to all visiting dogs. Dog owners may provide a clean blanket, special bedding, or familiar toy to help the dog/puppy settle in. It is also understood that the dog's owners will take full responsibility for any damage done by their dog/s to any Zimzala property. Replacement and/or repairs of such items will be for the owners account.
10. All accommodation costs must be paid in advance and all extra costs incurred during stay must be settled before the dog/s are to be collected by the owner. EFT, Credit/Debit Card, Snapscan and cash payments are the only methods of payment accepted.
11. The day of arrival, regardless of time, will be included as a full accommodation day. Dogs collected after 10:00 on date of departure will attract an additional day-care fee. The only exception is on Sunday's when dogs can only be collected between 16:00 and 18:00 and therefore no day-care fee will apply.
12. Drop-off and collection times are between 07:30-10:00 and 16:00-18:00 from Mondays to Fridays. Saturdays between 08:00-10:00 only and on Sundays between 16:00-18:00 only. All public holiday drop-off and collection times by prior arrangement only. No dogs will be accepted or released at any other time without express prior arrangement.
13. Dog/s that are not collected within 10 (ten) days from the agreed date of discharge will be considered abandoned and placed at a local pet rescue organization for adoption.
14. The accommodation charges for long-term boarders must be paid a month in advance.
15. All overnight rates refer to room rates per night and are subject to the number of owner dogs and seasonal change.
16. Rates & Charges are published on our website www.k9hotel.zimzala.co.za .
17. Owners will be contacted in the event of a medical emergency. If the owners of a sick dog cannot be reached, the Proprietors will take whatever action they deem appropriate to alleviate the situation. All costs incurred will be for the owners account.
18. The choice of Veterinarian will be at sole discretion of the Proprietor.

This agreement will remain valid and binding for all my dog/s and visits to Zimzala.

**Name in Print :**

**Signature :**

**Date :**

Zimzala K9 Estate, R44, Stellenbosch
P.O.Box 12896, Die Boord, Stellenbosch, 7613.
Contact details: Office +27 21 880 1420/ Mobile +27 84 4402247
Email : info@zimzala.co.za Web : http://www.zimzala.co.za

# CUSTOMER INFORMATION

| | | | | |
|---|---|---|---|---|
| **Owner Name & Surname** | : | | | |
| **Address** | | | | |
| | | | | |
| | | | | |
| | | | | |
| **Contact details:** | Mobile : | | | |
| | Home/Alt : | | | |
| | Office : | | | |
| | E-Mail : | | | |
| | | | | |
| | | **Dog 1** | **Dog 2** | **Dog 3** |
| **Dog Call Name** | | | | |
| **Breed** | | | | |
| **Main Colours** | | | | |
| **Dog Weight** | | | | |
| **Dog Age (Date of Birth)** | | | | |
| **Sex (Male/Female)** | | ○ M ○ F | ○ M ○ F | ○ M ○ F |
| **Spayed/Neutered (Yes/No)** | | ○ Y ○ N | ○ Y ○ N | ○ Y ○ N |
| **Date of Last Season (Bitches)** | | | | |
| **Date of Last Tick & Flea Treatment** | | | | |
| **Date of Last Deworming** | | | | |
| **Date of Vaccinations** | *Rabies* | | | |
| ***NB "attach copy of vaccination certificate"*** | *"5 in 1" DHPPi* | | | |
| | *Kennel Cough* | | | |
| **Describe your dog/s social interaction with other strange dogs** | | | | |
| **Medical Conditions** | | | | |
| **Medication Required** | *(List All)* | | | |
| **Dietary requirements** | *(Owner to provide own food)* | | | |
| **Name of Vet** | | | **Contact Number** | |

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