



#### Client information forms:

Please complete and Return

**PLEASE NOTE: By completing and returning these forms you have acknowledged our Terms and Conditions and have accepted our Indemnity**



Please note that for bookings a 50% deposit is required to confirm your booking, Please contact us for availability and pricing.

Thereafter your booking will only be confirmed on receipt of deposit:

#### Banking Details

Account Name: Villa Siesta

Bank: Standard Bank

Branch Name: Fourways Crossing

Branch Code: 009953

Account Number: 023388366

Full deposit will be refunded if the booking is cancelled more than 60 days before intended arrival. If the booking is cancelled less than 60 days before intended arrival, the entire deposit will be forfeited.

#### Inoculations'

**Proof** of inoculation (5 in 1 + rabies for dogs, 3 in 1 + rabies for cats) is **essential** and must have been done at least **14 days** before arrival. (All pets need to be inoculated every 12 months). Kennel cough and sniffles vaccine is not compulsory but if you choose to do this, please ensure it is done no less than **14 days** before arrival.

#### Tick and flea control

We request that **you treat your pet with frontline or a similar product before arrival.**

#### Bedding

Bedding for your pet will be supplied however if you prefer to bring your own, please make sure is **clearly marked** with your pets name as it may need to be washed, and may get confused with other similar bedding. We do not take responsibility for damage to bedding.

#### Food

We feed Vets Choice and Pedigree for Dogs and Wiskas for Cats, please note if your pet is on a specific diet you will need to bring food along, no discount is given if you provide your own food.

#### Payment

Balance of payment may be paid on arrival or collection and may be done either in cash, cheque or direct deposit. Unfortunately we do not accept credit cards. Payment is calculated per night. Please confirm your dates before booking as all days booked will be charged for regardless of early collection. Also note that extensions of your booking may not always be possible.



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**Business hours**

We are open for arrival and departures from 8am to 10am and 3pm to 5pm Monday to Friday. Saturdays from 8am to 10am. We are closed on Sundays and Public holidays. After hours arrivals and departures are by appointment and only for emergencies. Please note, this carries surcharges of: Weekdays between 10am and 3pm R150 - After 5pm Weekdays R250 - Saturdays after 10am R250 - Sundays and Public holidays R250

We assure you that everything requested of you is in the best interest of your pet and we therefore trust that everything will be in order on arrival.

Thank you

**Joy Nicholl**

**Important Points to Remember:**

- **Open hours for collection/drop off and visiting**
- **Monday – Friday 8-10am & 3-5pm**
- **Saturday – 8-10am ONLY**
- **Sundays & Public holidays – Closed**
- **Dogs without a valid proof of vaccination administered by a Vet will not be allowed,**
- **We reserve the right to refuse aggressive dogs**



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**Indemnity**

Management and Staff of the Villa Siesta Pet Re-treat thank you for choosing to board your pets with us. We trust that you will be satisfied with our facilities.

1. The Kennels (Villa Siesta Pet Retreat), its management & authorized staff, is in no way liable for any Damage to or Loss of property of any kind.
2. The Kennels (Villa Siesta Pet Retreat), its management & authorized staff, is in no way liable for Death or Injury of any nature.
3. I have no legal or moral ground to Prosecute, issue writs or investigate proceeding against the Kennels (Villa Siesta Pet Retreat), Its management & authorized staff pursuant to points 1&2
4. I authorize the Kennels (Villa Siesta Pet Retreat), Its management or staff, where it is not practical or expedient to communicate with me, to obtain such Medical Surgical or Ambulance service as may be considered necessary by the person approved for supervision of the kennels or its management and I furthermore agree to meet all cost incurred by such services.  
I also understand that the Kennels (Villa Siesta Pet Retreat) cannot be held responsible for any death or injury that might occur during a car accident while my pet is being transported.
5. 50% payment for all bookings are payable up-front. No Payment- No Booking. Any cancellation 30 days prior to holiday peak periods (Easter & Xmas) will result in loss of payment.

I agree that if my pet attack or cause serious injury to any Person or Animal, or demolish any items, I will be held liable.

Any pet not picked up after 7 days or your Check out Date (and no communication has been forthcoming) Will be treated as abandonment and dropped off at the SPCA.

We undertake to look after your pets to the best of our ability we will treat them with love and respect and make Their stay with us a pleasant one.

All Dogs must be accompanied with their vaccination certificate!

Name (please print) \_\_\_\_\_

Signed \_\_\_\_\_

Name of Manager \_\_\_\_\_

Signed \_\_\_\_\_



First Name	
Surname	
Id number	
Cell number	
Home phone number	
Email Address	
Home Address	
Vets Name and Number PRACTISE NAME	

Alternative contact: Name and Number 1 -	
Name and Number 2-	

Pets Name	
Date of Birth	
Breed	
Colour	
Sex	Neutered Male / Neutered Female/ Entire Male / Entire Female
Vaccination Dates	
Food	
Medications	



Pets Name	
Date of Birth	
Breed	
Colour	
Sex	Neutered Male / Neutered Female/ Entire Male / Entire Female
Vaccination Dates	
Food	
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Admission Form:

Please bring this form in with you when you drop off your pet.

Arrival Date:

Leaving Date:

Name of Pets:

Main Emergency Contact number:

Vets Practice and Contact number:

I hereby give Villa Siesta and its employees full permission to take my pets to a vet of their choice in the case of an emergency, Should Villa Siesta not be able to contact me I give them full permission to make decisions on my behalf regarding the veterinary care required, excluding conditions or to the stated amount below.

Should any excluded condition or condition exceeding the amount stated occur and Villa Siesta are still unable to contact me, I give full permission for Villa Siesta to decide the correct route inc. Euthanasia if absolutely necessary.

Amount:

Conditions exc.

Signed \_\_\_\_\_

Print \_\_\_\_\_

Please note: this form is required to be completed for each and every stay.



Additional Notes :