

HOTEL & CATTERY FORM

OWNER INFORMATION									
Full Name:					ID. No.				
Email:					Mobile:				
Home Address									
Occupation									
Employer									
Work Address									
EMERGENCY (ALTERNATE) INFORMATION									
Full Name:									
Relationship:					Mobile:				
EMERGENCY DETAILS (VETERINARY)									
Vets Name:									
Contact:									
Clinic Address									
PET 1 DETAILS									
Pet's Name:				Pet's size			Behaviour:		
Pet's Age				S	M	L	O Jumps		O Nervous
Pet's Breed				Male		Female		O Barker	O Spayed / neutered
Marks/colour							O Social	O Vaccinations up to date	
Microchipped	Y	N	Picture Attached				Y	N	
Medical Aid / insurance:									
Medical Aid / insurance No.									
*Pet Medical Aid / Insurance is highly recommended									
Vaccinations:	Date:			Product					
5 in 1 plus Rabies									
Kennel Cough									
Tick & Flea Control									
De-worming									
Snuffles (for cats)									
*Vaccination card to be attached to this registration form.									
Boarding:									
Check in date:			Check in time:	9am – 9:30am Mon-Sat			4pm – 4 -30pm Mon-Sat		
Check out date:			Check out time:	9am – 9:30am Mon-Sat			4pm – 4:30pm Mon-Sat		
				Sunday check out 4pm – 4:30pm					
No check in on Sunday's & public holidays, check out on Sunday's only 4pm – 4:30pm									

*Please note our collection/drop off times, as gates are closed at other times.						
Grooming instructions if grooming is needed:						
*Please note that we offer a 50% discount on grooming for hotel guests, when booked with their hotel stay. Closed for drop offs on public holidays, and no collections/drop offs on 25th & 26th December.						
Collection / drop off required		Y			N	
Physical address:						
PET 2 DETAILS						
Pet's Name:		Pet's size			Behaviour:	
Pet's Age		S	M	L	O Jumps	O Nervous
Pet's Breed		Male		Female	O Barker	O Spayed / neutered
Marks/colour					O Social	O Vaccinations up to date
Microchipped	Y	N	Picture Attached		Y	N
Medical Aid / insurance:						
Medical Aid / insurance No.						
*Pet Medical Aid / Insurance is highly recommended						
Vaccinations:		Date:		Product		
5 in 1 plus Rabies						
Kennel Cough						
Tick & Flea Control						
De-worming						
Snuffles (for cats)						
*Vaccination card to be attached to this registration form.						
<u>Boarding:</u>						
Check in date:		Check in time:		9am – 9:30am Mon-Sat	4pm – 4 -30pm Mon - Sat	
Check out date:		Check out time:		9am – 9:30am Mon-Sat	4pm – 4:30pm Mon-Sat	
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*Please note our collection/drop off times, as gates are closed at other times. Closed for drop offs on public holidays, and no collections/drop offs on 25th & 26th December.						
Grooming instructions if grooming is needed:						

*Please note that we offer a 50% discount on grooming for hotel guests, when booked with their hotel stay.		
Collection / drop off required	Y	N
Physical address:		

Pet 1		Pet 2	
Feeding instructions:		Feeding instructions:	
Medication:		Medication:	
Additional notes:		Additional notes:	
Comments/ Instructions/ Ailments: (e.g. Limps, has a lump)		Comments/ Instructions/ Ailments: (e.g. Limps, has a lump)	

Consent to Process Personal Information
Applicable to all personal information as defined in
the Protection of Personal Information Act, 4 of 2013 ("POPIA")

I _____ (full name), unconditionally and voluntarily consents to Sloppy Kisses (Pty) Ltd collecting, holding, organising, storing, using, processing and administering my personal information for the purposes of business relations and/or dealings and/or for purposes as set out in this Agreement and/or by operation of law.

I confirm that the personal information (as defined in POPIA) may be used for the administration and enforcement of business relations and/or dealings and for purposes as set out in this Agreement, as well as by operation of law, and I further accept that this may involve the information being sent to a country outside the Republic of South Africa (in which the Company may or may not provide services) given that Sloppy Kisses (Pty) Ltd has affiliates / associated companies / business dealings outside the Republic of South Africa.

I acknowledge that I have the right to request a list of the names and addresses of any potential recipients of the information and to review and correct the information if I so wish.

I acknowledge that the collection, processing and/or transfer of the Information is important to enforce the contractual relationship / dealings with Sloppy Kisses (Pty) Ltd and that failure to consent to same may result in the cancellation of business relations and/or dealings.

Sloppy Kisses (Pty) Ltd commits to notifying me immediately in the event that it comes to their attention that any information of mine has been accessed by any unauthorised person. Sloppy Kisses (Pty) Ltd commits to ensuring that all Personal Information is held securely and safeguarded and whenever I require other organisations to provide services to me, I will bind these service providers to its privacy policy as far as they may be required inter alia to access to their customers' and/or service providers' personal information and to perform any such services and/or by operation of law.

Should you not agree to any of the above conditions you are required to notify Sloppy Kisses (Pty) Ltd immediately at janine@sloppykisses.co.za. Should Sloppy Kisses (Pty) Ltd not hear from you it will be taken as consent to the above.

Signed at _____ on this the _____ day of _____ 202____.

Signature: _____

Name: _____

Please remember that all photographs are loaded to Facebook daily, but you are welcome to send us a whatsapp to enquire how your furbaby is doing, however, please remember to give us some information so that we can identify which fur-parent we are chatting to, such as:

How is **Coco** the **maltese** doing?
Is **Toby** the **Tabby** cat eating alright?

Hotel frequently asked questions:

1. What do I need to pack?

All we need is your pet's food individually packed in ziplock bags, clearly marked with your pet's name and breed written on each pack.

We do not need beds, bowls, pillows, etc. (If you want to pack something extra, **please ensure that every item is clearly marked with your pet's name and breed**).

We do not feed your pet anything besides what you supply.

2. What time can we collect/drop off?

Hotel Operating hours

Monday to Saturday

Check-in/out: 09h00 – 09h30

or late check out (stay & play) 16h00 – 16h30 *at an additional fee

Sunday/public holiday check out only 4pm – 4:30pm

Closed for drop offs on Sunday's & public holidays, and no collections/drop offs on 25th & 26th December.

The gates will only be open during these times. This is to ensure our staff's safety and to optimize the time spent with the dogs in the play areas.

Please note that the phones are not monitored over the weekends or public holidays. (No news is good news. In the case of an emergency, we will contact you).

There are always staff on duty, however, the office is not manned throughout the weekend, and therefore the gates are locked except in the specified times.

Sloppy Kisses will be closed on Christmas day and Day of Good Will (25 & 26 December).
- Staff will be on duty

3. Why does my dog need to be 100% social in order to come to Sloppy Kisses?

All the dogs in our care go into play areas during the day, and need to be 100% social in order to avoid any unnecessary fights.

4. Why does my dog need to be sterilized, vaccinated and dewormed BEFORE coming to Sloppy Kisses?

This is to protect your pet, and the other pets in our care.

All annual vaccinations need to be up to date, as well as tick & flea and deworming treatments.

KENNEL COUGH (for dogs) and SNUFFLES (for cats) must be done at least 10 days prior to visiting Sloppy Kisses if they have not had this vaccination.

5. What is a trial day?

A trial day would be requested in order for Sloppy Kisses to do an assessment on the dog to see how he/she manages with other breeds of dogs his/ her size. It also helps your dog to become familiar with the surroundings before their stay.

6. Can you call me or send me photographs? (Photographs / messages)

All photographs are loaded to the Sloppy Kisses Facebook page. Please download facebook and like our page to see your pet enjoying their time at Sloppy Kisses.

Please do not be alarmed if you do not see your pet in photographs every day, as they are living creatures, and do move around, and may just be moving the same direction as the camera lady.

Please note that it is not possible to send photographs to your cell phone/email.

You are welcome to send us a whatsapp to check on your pets. Please bear in mind that we are very busy over the peak season and might not respond immediately. We will get back to you during the course of the day Mon- Fri during office hours.

In the case of an emergency, we will contact you. (No news is good news).

8. Identification:

Please ensure that your pet has a collar with the name tag and contact number, as well as, please supply us a clear photograph of your pets, and print us a photograph of your pets with their names on each photograph.

9. Do I need pet insurance?

Pet insurance is recommended but not compulsory. In the unlikely event that an incident may occur whereby your pet has injured another pet /person or the unfortunate event that your pet is injured, you would be held responsible for any expenses incurred.

10. What is the difference between Puppy Area (SMALL BREEDS), Cabanas and Delux Suite?

The Puppy Area is for small dogs such as Yorkies, Pomeranians, Pekingnese, Daschund. A common space with TV and a private garden.

The Cabanas are a private room with two beds and a private outside area, sharing up to 3 dogs per room.

The Delux suit is a private room with a queen size bed, TV, Aircon and a private garden shared with up to 4 dogs depending on breed/ size or family. Furbabies with a similar sociability and temperament are paired together.

11. Should I groom my pet before I pick it up from the hotel/cattery?

We recommend that you book a grooming before you pick up from the hotel as your pet would probably have been swimming or playing and will be rather dirty.

We also offer a 50% discount on hotel grooming if booked at time of **making your booking** or checking in.

12. What to expect when my pet comes home?

Please remember that your pet has been very busy playing and having fun. He/she will be very tired and could possibly just lie around for a couple of days with very little energy.

13. Can I just take my cat home and let them out freely?

We suggest that you take your cat home, and keep them locked in the house for a few days, so they can familiarize themselves with their home once again.

14. What do I need to pack for my cat?

15. What happens in the cattery, and how many cats share the common area?

15. Why do I need to supply a photograph of my pet?

We need you to supply us with a clear photograph of your pet, so we can identify them when they are in the play area.

Our team works very hard ensuring your pets receive the best love and care during their stay. Our staff work long hours, 6 days per week to ensure that your pets have the best stay. We ask that you respect our times when checking in and out in order for our staff to be able to go home to their loved ones.

Wishing you a wonderful vacation,

The Sloppy Kisses Team
071 892 5292
info@sloppykisses.co.za