



# CUSTOMER INFORMATION & BOARDING AGREEMENT

## PET SERVICES PROVIDER:

CAT'S CRADLE BOARDING KENNEL 2006  
 Tony & Wendi Robbins  
 54003 La Salle Rd  
 OAKBLUFF, MB R4G 0B4

Phone: (204) 897-6945 Fax: (204) 896-0553

Email: [boarding@catscradlekennel.ca](mailto:boarding@catscradlekennel.ca)  
 Website: [www.catscradlekennel.ca](http://www.catscradlekennel.ca)

## PET OWNER(S)

Name (provide spouse/partner name too)		
Mailing Address (Street and/or Box number, City/Town)		Postal Code
Email Address		
Home Phone no.	Work Phone no.	Cell Phone no.

How did you hear about us? (Note: If referred to us by someone who boards with us already, please give name of owners and/or their pets names).

Name of Pet(s)

NAME OF ANIMAL HOSPITAL /  
 VETERINARIAN PRACTICE NORMALLY USED

CLIENTS: Proof of current vaccines received and expiry dates required. Obtain copy from your vet & bring at check-in for us to retain on file. Vaccines recommended at least 7 days prior to boarding. Records may be faxed or emailed prior to visit. After initial visit, new records only needed when boosters done to update your customer file (usually annually).  
 NOTE: Cat(s) to be free of fleas, mites and heartworm prevention recommended (access from individual suites to outside via attached enclosed screen/paigewire sun-porches). If cat goes outdoors deworm prior to coming please.

DISTEMPER COMBINATION  
 (4-WAY Recommended, 3-WAY Accepted)

RABIES WITHIN 3  
 YEARS

FELINE LEUKEMIA  
 Recommended

All guests must be spayed/neutered by the age of 7 months and be FeLV & FIV negative and up to date on vaccines.

## Emergency Contacts and/or people allowed to visit or access information about your pet(s) while you are away

Name	Relationship	Phone number (s)

## CREDIT CARD INFORMATION (Treated Confidential)

<input type="checkbox"/> Mastercard <input type="checkbox"/> Visa Card no. _____	NOTE: Credit Card on file in the event of medical services, food replenishment or other expenses that apply. Boarding charges to card is optional if debit preferred, except with long-term stays or upon discretion of Cat's Cradle where payment is overdue.	Expiry date _____
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## BOARDING AGREEMENT TERMS

*This is a contract between Cat's Cradle Boarding Kennel 2006 (herein after called "Cat's Cradle") and the Pet Owner/Designate/Guardian whose signature appears below (herein after called "Owner").*

- Cat's Cradle agrees to exercise due and reasonable care in the boarding of all pets, maintain the premises in a clean and sanitary condition and agrees to provide pet services in a reliable and trustworthy manner.
- Owner agrees to pay the rate for boarding in effect and/or other charges for services incurred to ensure proper care of pet(s). Cat's Cradle may in its sole discretion request all or partial payment for boarding upon arrival, in particular for visits over a month or when owner is out of the country.
- Cat's Cradle reserves the right to annual rate increases without notification.
- Owner further agrees to pay all costs and charges for special services requested, food replenishment, any grooming deemed necessary for well-being and safety, during the visit. Cat's Cradle is authorized to use the Credit Card information on file for any of these services and costs.
- Owner agrees that the credit card number on file can be used to secure bookings and if that booking is cancelled with less than 2 weeks notice, Cat's Cradle reserves the right to apply up to a three night charge at the rate of the room reserved at time of booking, to the credit card number provided.
- Specific concerns about certain foods, treats, activities or toys not being allowed, or dietary requirements and/or medications must be provided by the Owner on check-in. Further, any special needs or care procedures must be communicated clearly each visit and brought to Cat's Cradle's attention.**
- Cat's Cradle reserves the right to the use of sundecks, toys, catnip, and treats. Cat's Cradle also may use food enticers, calming remedies and supplements as needed unless otherwise stated in writing clearly by owner on the Pet Profile Questionnaire. Owner consents to paying any applicable charges for these aids.
- By signing this Contact, Owner represents the animal to be in good general health, free of contagious diseases and be current on all vaccinations. Owner shall not hold Cat's Cradle responsible in any way and waives the protection against health problems and diseases that may be contracted by foregoing any of the recommended vaccinations and appropriate boosters or receiving them less than 14 days prior to bringing their pet(s) to board at Cat's Cradle.**
- If a pet becomes ill or seems to be in need of medical attention, Cat's Cradle, in its sole discretion, reserves the right to administer aid and/or to engage the services and/or proceed with treatment recommended with the vet on call or any available vet. All fees for lodging, veterinary services and other expenses incurred shall be paid by the Owner. Cat's Cradle is authorized to use the Credit Card information on file for any of these services and costs.
- Cat's Cradle shall have, and is hereby granted a lien on the pet for any and all unpaid charges resulting from boarding pet at Cat's Cradle. The Owner hereby agrees that in the event the boarding charges are not paid when due, Cat's Cradle may exercise its lien rights, and in its sole discretion may relinquish pet for any and all unpaid charges, and Owner specifically waives all statutory or legal rights to the contrary. For long term stays, a minimum of one month boarding is due every 30 days.
- Cat's Cradle shall exercise all reasonable precautions against injury, escape, accidents or death of pet. It is expressly agreed by Owner and Cat's Cradle that Cat's Cradle liability shall in no event exceed the lesser of the current chattel value of a pet of the same species or the sum of \$200.00 per animal boarded.
- Owner further agrees to be solely responsible for any and all acts or behavior of pet while in the care of Cat's Cradle, including harm or injury to other pets or staff members.
- Owner consents to the use of photos and general information (such as name of cat) of their boarded pet(s) for the sole purpose of Cat's Cradle owned media, for example: newsletters, publications and Cat's Cradle website.
- By signing this Contract, Owner certifies to the accuracy of all information and agrees to be responsible for providing changes to original information as needed, and new vaccination records to Cat's Cradle on a go forward basis.

\* Agreed to by (Pet Owner or Designate)

On (Dated)

Cat's Cradle Rep Initials



**PET PROFILE for:** \_\_\_\_\_ **Color/Breed:** \_\_\_\_\_ **Age:** \_\_\_\_\_

**Questionnaire to be completed if you are a new customer, bringing your pet to Cat's Cradle for the first time; or if an additional cat has been added to your family as a returning customer.**

<b>Personality</b>	Yes	No		Yes	No
Cuddly/Affectionate			Goes outside		
Likes combing/brushing at home			Lives with any other pets		
Independent, prefers on own terms			Doesn't mind being picked up		
Playful and active			Does fine at the vet		
Shy/Reserved or may take time to warm to strangers			Does fine with company at home		
Suffers from anxiety at times or skittish/nervous			Any triggers that may cause biting/scratching		

Elaborate on any of the above or provide other information about his personality you would like us to know:

<b>Feeding</b>	Yes	No		Yes	No
Treats allowed			Cat Nip allowed		

If dry food given, how much per serving?

If wet food given, how much per serving/how long does a can last?

Provide name of dry food:

Provide name of wet food:

Occasionally cats in boarding do not eat due to stress of change. Enticers are required to stimulate and jumpstart the appetite (Fancy feast, canned or cooked meats, tuna, salmon, treats, warm milk, etc.). If there are any foods your cat **CAN NOT** have due to allergies/sensitivities please list:

Describe typical feeding routine in a day

<b>Health and Habits</b>	Yes	No		Yes	No
Does he/she pee at least twice a day			Any blockage, crystals, or bladder infections in past		
Does he/she have at least one bowel movement each day			Describe consistency of stools:		
Constipation, diarrhea or bloody stools ever been an issue			Urinating out of the box or spraying ever been an issue		
Is Bum washing needed at times			Any Puking/vomiting or hairballs on occasion		

If yes to any of the above issues, describe any treatment sought or aids you used to address the problem.

Any eye infections in past			Do eyes water (clear tears, crusties, or discharge)		
Eye wiping done at home			Any eye drops or ointments used in the past		
Ever had bouts of Upper Respiratory Infection			Ear cleaning needed at times due to wax, etc.		
Is pet ever congested			Has dental work ever been done		
Does pet cough, wheeze or sneeze			Has blood work been done in the last two years		
To your knowledge, any signs of Kidney disease			To your knowledge, any signs of Thyroid disease		

Describe any other conditions we should be aware of, and any medications and procedures used to treat them

<b>If Diabetic proceed:</b>	Yes	No	
Is the diabetes considered regulated/stable			Needles used once or twice
When diagnosed :			How many units at a time:
Last glucose reading done on:			How many times per day :
What was the reading on that date :			If readings needed during boarding stay, how many?

Describe signs of pending problems you have seen in the past as a result of high/low sugars and actions taken

Describe feeding / insulin routine (i.e. How much fed prior to insulin shot or do you give insulin shots during meal time to distract, etc.?)