

# Kennel Information Sheet

Please copy and paste this page into a word document on your computer if you are unable to print directly from this page...

You will then be able to print it out and fill it in.

This is an exact word copy of the form available in the office however it will print out more pages based on website font sizing.  
(prints our 6 pages in the office copy)

Welcome to

## Rainbow Kennels LLC

"Your dog's home away from home"

Catering to VIPs (Very Important Pets) since 1985

Where we have warm hearts for cold noses

This form updated on February 11, 2013. Any future revisions of this form supersede this version. Please check periodically to see if your file contains the most updated form that is available. We will not ask you to fill out a form every time your dog boards, however when an updated form is available we will. Revisions and updates are done with this form as needed, based in part on things that come up in the customers own home or things that have come up in the day to day operation of business.

Areas in red on the website are areas where we need an initial, signature or information.

Thank you for the opportunity to take care of your pet.

Owner (s). Please list husband and wife, or significant others' name here as well.

Name(s) \_\_\_\_\_

Address \_\_\_\_\_

City/State \_\_\_\_\_

Contact Numbers Home \_\_\_\_\_

Cell \_\_\_\_\_ work \_\_\_\_\_

Cell \_\_\_\_\_ work \_\_\_\_\_

email address \_\_\_\_\_

### **This facility accepts check or cash. We do not accept credit cards or debit cards.**

If you will be utilizing a check to pay this facility, please write down your driver's license number and date of birth on your check and show your ID to the employee for verification. This applies to new clients for the first year or so until you establish yourself with Rainbow Kennels LLC.

If your check is returned for any reason by your bank, my bank is contracted with check X Change recovery. Check X Change recovery WILL charge a \$35.00 fee whether they can or cannot recover the funds from your bank. My bank charges a fee in addition to the returned check fee, you will be required to reimburse the kennel this fee or any future increases the bank increases it. At this time, that fee is \$9.00. Should Check X change recovery be unable to collect on a returned check it will be sent back to Rainbow Kennels LLC for collection. We will make every effort to contact you. We will expect to collect from you the price of the return check and an additional \$35.00 returned check fee as well as the other fee, currently \$9.00 charged by my bank. Should a resolution on a return check not be made, we will file the appropriate paperwork necessary with governing authorities to collect all due fees and/or reasonable attorney's fees. This recovery process is a last resort and why we require DL # and DOB.

### **Kennel Rates**

Boarding rates are clearly posted in the office and on the website. Any change in the future for boarding rates will be clearly posted in the office and on the website for your review and when they will take effect.

The owner/ staff at this facility reserve the right to kennel your dog in the appropriate size run or crate at any and all times as determined by us. We only utilize crates for boarding during peak boarding periods and for small dogs only that are crate trained.

Is your dog small, medium or large? \_\_\_\_\_ Is your dog crate trained? YES or NO

This facility operates like a motel. Daily boarding charges START the day your pet is checked in. The checkout time is 10:00 am daily. If you pick up your dog after check out time, you WILL be charged for the current day. If your dog is scheduled for a bath during normal weekdays, the checkout time will be 3:00 pm.

Please initial that you understand the checkout time. \_\_\_\_\_

For new clients, the first time you check your dog(s) in, you need to arrive 1 hour prior to business close. This allows time for your pet to acclimate to the kennel and see our routine.

## Phone Calls

There is someone here during business hours. Because a kennel can be quite noisy at times and quite busy with baths/ grooming, dogs being let in/ out and customers coming / going and each employee may be busy doing one of these duties, you may get the voice mail. Please leave a message. Someone will call you back at our earliest convenience. We do make every effort to answer the phone, sometimes we just cannot. Respectfully we are asking you not to call over and over. We are asking you to leave a message.

## Kennel Tours

We will give tours Monday through Friday between the hours of 9:00 am and 3:00 pm. We will NOT give tours during the peak boarding periods or on the weekend. We are very busy and our focus is taking care of the needs of the dogs.

Customer agrees to notify this kennel in advance if there are any changes in the date this dog will be picked up. No boarding dog will be released until all charges are paid in full. Any animal left uncalled for or unpaid for, shall be determined to be abandoned and shall be turned over to the local animal shelter or otherwise disposed of after 14 days from the date this animal is scheduled to be picked up. The owner or agent signing this agreement agrees to pay reasonable attorney's fees and court cost incurred by this facility in the collection of any boarding, grooming or other charges that are due.

Please initial that you understand the above statement \_\_\_\_\_

## Reservations

Please be respectful and mindful that if you have made a reservation, we have reserved a kennel or run for your dog. During peak boarding times, we are in a position that we are turning other customers away. If your plans change, please be considerate and call and cancel your reservations. If you do not call during our peak boarding period and cancel a reservation, and you don't show up, we reserve the right to refuse to accept another reservation from you during our peak boarding times.

Please initial that you understand the above statement \_\_\_\_\_

## General Information and Disclosure

### For Grooming, Boarding or Training Dogs.

When you bring your dog in any facility, there are many illnesses that are contagious that are beyond the control of this facility or any facility for that matter. Example: Kennel cough. It is an airborne virus that spreads much like the common cold. This particular virus is spread when dogs bark or cough. There can be a carrier who never coughs, only Barks. This facility can only require that all dogs have the kennel cough shot. That is as far as our responsibility can go. There are some dogs who cough, it doesn't always mean they have kennel cough. Example: If a dog has heart problems or trachea problems it will cough. Severe allergies will also make a dog cough.

Should any boarding dog become ill, or seem to be in the need of medical attention, we reserve the right to, but are not required to, administer aid and/ or to use any available veterinarian in the event we cannot get in touch with you or your agent. Any expenses so incurred shall be paid by the owner, in addition to the other fees listed. Other fees could be but are not limited to: veterinary expenses, pet supplies you request, medicines, etc.

Please initial that you understand the above information \_\_\_\_\_

## Grooming and Baths

Grooming and Baths are done by appointment only during weekdays, excluding holiday periods. If your dog is not boarding, then all dogs need to be delivered to the kennel by 9:00 am. Dogs here for their first appointment need to be delivered to the kennel no later than 8:30am. The employees will let you know what time you can pick up your pet. Most dogs here for a bath will be ready by 1:00 to 1:30 pm. Most dogs here for grooming will be ready by 3:00 pm.

We make every effort to have your dog(s) ready by the time we say we will and do have a consistent success record. There have been a few rare exceptions and we have run late. We will make every effort to call you if we are running behind for any reason.

## Dog Allergy

There are many dogs that have allergies. We are not responsible if your dog has an allergy to any of the shampoos we use. We will gladly use your shampoo should you provide it.

Please initial that you understand this \_\_\_\_\_

## Special Boarding or Grooming instructions

\_\_\_\_\_

Feeding instructions for myself and my staff.

How much do you feed your dog daily? \_\_\_\_\_

Do you feed am \_\_\_\_\_ pm \_\_\_\_\_ or both \_\_\_\_\_

what brand of food do you feed your dog at home \_\_\_\_\_

Medicine instructions \_\_\_\_\_

The brands of food that are available as our primary food vary and are: Dog Chow or Members Mark Chow or Diamond. As a secondary food we feed Come and Get it or Kibbles and Bits Home-style. We also have Purina

Puppy Chow . We carry can dog food, chicken broth and sometimes chicken tenders for the dogs who do not want to eat.

We carry a premium dog food for an additional charge per day. That food is grain free "Taste of the Wild". The treats we provide are animal crackers and vanilla wafers. Occasionally we will have homemade liver cookie for the dogs. We do buy rawhides.

**If your dog will not eat, do we have your permission to doctor their food? YES or NO**  
**Is your dog allowed to have our treats? YES or NO**  
**Is your dog allowed to have rawhides? YES or NO**

For Boarding or Grooming Animals

Is this dog, to your knowledge a:

Chewer \_\_\_\_\_, Digger \_\_\_\_\_, Climber \_\_\_\_\_,  
Escape artist \_\_\_\_\_, Runner \_\_\_\_\_, Destructive \_\_\_\_\_,  
Afraid of thunder and lightning \_\_\_\_\_ Ever bitten any one \_\_\_\_\_,  
Suffer from any food allergy \_\_\_\_\_ Ever killed or injured another animal \_\_\_\_\_,  
ever had a seizure \_\_\_\_\_, crazy under any circumstances \_\_\_\_\_,  
anything else that we should know \_\_\_\_\_.

Is your dog on any type of?

Heartworm prevention? \_\_\_\_\_ What kind? \_\_\_\_\_

Flea/ Tick prevention? \_\_\_\_\_ What kind? \_\_\_\_\_

If your animal is here for a long term boarding, please provide the heartworm and flea prevention and we will administer to the dog as prescribed by your vet to continue its' protection.

**We require an agent listed here who can act on behalf of the owner if MAJOR vet decisions are needed.**

**Do not list husband or wife here. Your agent can be: sister, brother, mother, father, adult child, friend or neighbor (even if they do not live here)**

**Name \_\_\_\_\_ relationship \_\_\_\_\_**

**Phone \_\_\_\_\_ cell \_\_\_\_\_**

**Address \_\_\_\_\_**

It is up to you to let your veterinarian know who your agent is and how much you will authorize your agent to spend for the care of your pet if you are unavailable.

Unexpected and natural deaths can occur and do occur at home and can occur here, with young or old, known or unknown illnesses. We need to know what to do with your animals' remains should the unexpected happen. We are not equipped to hold the remains of your dog here at this facility long term.

We will make every effort to get in touch with you, should we be unable to reach you in a timely manner, we will call you agent.

What are your instructions?

Call your agent to pick up and bury your pet? \_\_\_\_\_

Call your agent so they can arrange cremation? \_\_\_\_\_

Call your agent so they can take to your vet to dispose of? \_\_\_\_\_

the above option is only available if your agent lives here locally, otherwise your option is

If we cannot reach your agent or they live out of state, what are your instructions

Rainbow Kennels LLC to take to a local veterinarian for cremation  
\_\_\_\_\_ or take to your vet for your vet to dispose of \_\_\_\_\_

Please feel free to ask why this question is here. There is a reasonable and logical explanation.

If there are any fees involved for any of these choices, you are responsible for taking care of those fees with the appropriate source or reimbursement to Rainbow Kennels LLC if the kennel has to handle the fees up front.

Please initial that you understand the above statement \_\_\_\_\_

### Accidents

All Reasonable care is given to protect and prevent accidents or accidental deaths. If any such circumstance occurs, and it is determined that Rainbow Kennels LLC is responsible, our liability shall be limited to the purchase price/ or adoption fee or fair market value of the dog, depreciated according to the age of the dog. Veterinary care will be sought when necessary and appropriate.

Please initial that you understand this \_\_\_\_\_

Animals will do very strange and unexpected things when stressed out. They react sometimes negatively when stressed. The more your pet boards, the more they will and can get use to it. Most will actually enjoy their stay. There will be others who will never enjoy

being boarded anywhere. There will be some dogs that will urinate and defecate. We will sanitize their area and if time allows, wash any bedding you have provided. Some of our customers prefer their dog to be bathed every time the dog boards before the dog goes home. (baths are only during weekdays)

If your dog has "accidents" would you prefer your dog to have a bath if scheduling will allow it every time your dog boards? **YES** or **NO**

There will be a charge for the bath.

**Dog (s) Names:**

**Age, Male or female**

- 1. \_\_\_\_\_ **Breed/color** \_\_\_\_\_
- 2. \_\_\_\_\_ **Breed/color** \_\_\_\_\_
- 3. \_\_\_\_\_ **Breed/color** \_\_\_\_\_
- 4. \_\_\_\_\_ **Breed/color** \_\_\_\_\_
- 5. \_\_\_\_\_ **Breed/color** \_\_\_\_\_
- 6. \_\_\_\_\_ **Breed/color** \_\_\_\_\_
- 7. \_\_\_\_\_ **Breed/color** \_\_\_\_\_
- 8. \_\_\_\_\_ **Breed/color** \_\_\_\_\_

**Current Veterinarian Name**

\_\_\_\_\_ **phone** \_\_\_\_\_

My signature below is authorization that the veterinarians that work in my local veterinarian office or any available veterinarian, as well as the agent that I have listed are authorized to make MAJOR decisions that are in the best interest of my pet. My agent and or the veterinarian will be held harmless from any liability. The owner/ staff at Rainbow Kennels LLC will be held harmless from any liability. If my pet needs to be left with the veterinarian, all expenses will be paid by me. I am responsible for letting my veterinarian know who my agent is and with signing any forms they may require.

Please initial that you understand the above \_\_\_\_\_

If the veterinarian recommends Euthanasia, the veterinarian and my agent have my permission:

**YES** \_\_\_\_\_ or **NO** \_\_\_\_\_

your signature.....or.....your signature

Please provide a list of people that you might possibly allow to pick up your dog(s) other than yourself, your spouse or your agent. If you do not put them on this list, they will not be allowed to pick up your pet. You can not call on the phone and add people by phone. You must do it in person.

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_
- 4. \_\_\_\_\_

**If you would like a copy of your kennel information sheet after it is filled out, please let us know and we will make a copy for you if you have not done so already. Rainbow Kennels LLC will retain the original filled out copy in our files.**

**This agreement is between Rainbow Kennels LLC and**

\_\_\_\_\_  
**Signature of owner or agent of pet**  
please sign here

\_\_\_\_\_  
**current date**

For our customers who wish to follow us on Facebook, [www.facebook/rainbowkennelsllc](http://www.facebook/rainbowkennelsllc). we will periodically offer various promotions and discounts that will only be posted on our business Face book page and it will be up to you to communicate the current code in advance for boarding or baths when you make your reservation or appointment.

Do we have permission to feature a picture of your pet (without using your name) on our website?

**Yes** \_\_\_\_\_ or **No** \_\_\_\_\_

please initial