2015 HVK Business Rules v2 Sept. 21, 2015

# Reservations

1. Reservations are made:
   1. by phone
   2. in person
   3. online
2. When a Reservation is made:
3. A dog is assigned to an available run
4. A cat is assigned to an available suite
5. A new kennel card is created the first time that a pet reservation is made.
6. A kennel card is updated when card information changes.
7. Information from the kennel card is transferred to a contract when a reservation is made.

# Kennel Card

1. There is a kennel card for each pet.
2. A kennel card contains**:**
   1. Owner name
   2. Owner address
   3. Owner phone number
   4. Pet name
   5. Pet gender
   6. Pet breed
   7. Pet age (?)
   8. Whether pet has been spayed/neutered
   9. Feeding frequency
   10. Dietary restrictions
   11. Pet medication
   12. Family veterinarian
   13. Name
   14. Phone number
   15. Vaccination expiry date
   16. Special notes
   17. Other pets with same owner.
3. Kennel cards for dogs must have
   1. Dog food preference
   2. Whether the dog is
      1. small.
      2. medium.
      3. large.
4. Kennel cards for cats must have:
   1. whether the cat is indoor/outdoor.
   2. whether the cat is declawed.

# Dogs

1. A dog must have the following up to date vaccinations in order to be accepted:
2. Bordatella
3. Distemper
4. Hepatitis
5. Parainfluenza
6. Parovirus
7. Rabies
8. The owner must provide proof of vaccination on arrival.
9. An owner may bring their own food for their dog.

# Cats

1. The cattery offers three levels of accommodation:
   1. luxury
   2. semi-luxury
   3. regular
2. Cats must be litter trained to be accepted.

# Kennel Log

1. The kennel log contains an entry for each run.
2. An employee must be able to print a kennel log (?)
3. A kennel log entry contains:

* Dog’s name
* Owner’s name
* Dog’s food type
* Dog’s feeding frequency
* Dog’s required services
* Dog’s medication
* Run number
* Daily events (?)

1. An employee can note on the kennel log when a dog has been walked

# Runs

1. The kennel contains 40 runs.
2. A run can be:
3. Covered
4. Uncovered
5. There are 8 covered runs
6. There are 32 uncovered runs
7. A climbing dog must be placed in a covered run.
8. A run can be:
9. Regular sized
10. Large sized
11. There are 16 large runs
12. There are 24 regular sized runs
13. A large dog must be assigned a large sized run.
14. A run can face:
15. The front of the property
16. The back of the property
17. There are 20 runs facing the front.
18. There are 20 runs facing the back.
19. Barking dogs should be placed in a run facing the back of the property.
20. A dog must be assigned to an available run.
21. Multiple dogs from the same owner can share the same run provided there is adequate space for all animals.
22. A run is unavailable if:
23. The run is occupied
24. The run is closed for cleaning

# Services

1. Dog owners can pay for the following extra services:
2. A 20 minute walk
3. Doggy playtime
4. Grooming
5. Administered medication
6. Cat owners can pay for the following extra services:
7. Baths
8. Grooming
9. Medication administration

Contract

1. When checking in, the customer must sign a contract.
2. A contract contains:
3. Current date
4. Owner’s name
5. Owner’s address
6. Reservation start date
7. Reservation end date
8. Duration of stay
9. An emergency contact
10. Name
11. Phone number
12. For each pet:
    1. Pet name
    2. Pet size
    3. Pet’s special needs/Notes
    4. Selected services
    5. Pricing summary
13. Customer discounts
14. Owner’s signature
15. Signing date
16. Total cost

# Pricing \*Some are missing – need to update daily rate, length of stay, total cost

1. If pet is picked up before noon, that day is not charged.
2. Boarding prices vary by dog size:

* Small
* Medium
* Large

1. Medication administration has a daily fee.
2. Doggie playtime has a daily fee.
3. Walk prices vary by dog size:

* Small
* Medium
* Large

1. Dog grooming prices vary by dog size:

* Small
* Medium
* Large

1. Cat suite prices vary by type of suite:

* Regular
* Semi-luxury
* Luxury

1. Two cats can share a luxury suite at a discount.
2. Cat bath service has a daily fee.
3. Cat grooming service has a daily fee.
4. The daily rate for a pet = (boarding rate – applicable discounts) + extra services
5. Length of stay = arrival date + each day the pet stays past noon
6. The total cost = sum of the (daily rate per pet \* length of stay) – applicable discounts + taxes

Discounts

1. An owner who brings their own food for a large dog receives a 10% discount on their boarding costs.
2. Two or more dogs from the same owner can share a run
3. Dogs sharing a run receive a 10% discount on their boarding costs.
4. An owner who brings at least 3 pets receives a 7% discount on their total bill.
5. An employee must be able to override the pricing

Invoice

1. Invoice is created upon pickup of pet.
2. The invoice contains:
3. Date
4. Invoice number
5. Kennel information
6. Customer information
7. Reservation start date
8. Reservation end date
9. Duration
10. Payment terms
11. For each service and discount:
    * Description
      + Name of animal
    * Daily rate
    * Number of days
    * Item total
12. Subtotal
13. 3 or more pet discount
14. Subtotal after discount
15. GST
16. Total

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