Group 1

Reservations

1. Reservations are made by:
   1. Phone
   2. In person
   3. Online
2. A new kennel card is created the first time a pet reservation is made.
3. A dog is assigned to run when the reservation is made.
4. A cat is assigned a space in the cattery when the 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. Breed
  6. Information of it is spayed or not
  7. Gender
  8. Food preference
  9. Allergies
  10. Pet medication
  11. Vet name
  12. Vet phone #
  13. Other dogs
  14. Special notes

1. Cat owners must provide the following information on their cats
   1. Declawed or clawed.
   2. Indoor cat or outdoor cat
2. A kennel card for dogs must have

a. Food preference

b. Dog size (small, medium, large)

Kennel Log

KL1. A kennel log contains:

* 1. Dogs name
  2. Owner’s name
  3. Food type
  4. Feeding frequency
  5. Services required
  6. Medication
  7. Run number
  8. Kennel log date

KL2. A kennel log contains an entry for each run

KL3. A copy of the kennel must be accessible to employees at all times

Run

1. A run can be:
   1. Covered
   2. Uncovered
2. A run can be facing the
   1. Front of the property
   2. Back of the property
3. The kennel has 40 runs
4. There are 8 covered runs
5. There are 32 uncovered runs
6. A climbing dog must be placed in a covered run
7. A run can be:
   1. Regular
   2. Large
8. There are 16 large runs
9. There are 24 regular runs
10. A large dog must be assigned to a large run
11. There are 20 runs facing the front of the property
12. There are 20 runs facing the back of the property
13. Barking dogs must be placed in a run that faces the back of the property
14. A dog must be assigned an available run
15. A run is unavailable if:
    1. The run is closed for cleaning
    2. The run is occupied
    3. The run is closed for repairs
16. Multiple dogs from the same owner can share the same run provided there is adequate space for each animal

Service

1. Dog owners must pay extra for the following optional services:
   1. 20 minute walks
   2. Doggie playtime
   3. Grooming
   4. Administered Medication
2. Cat owners must pay extra for the following optional services:
   1. Baths
   2. Grooming

Contract

1. All owners must completely fill in a contract upon reservation
2. A contract must contain:
   1. The date
   2. Owner name
   3. Owner address
   4. Emergency contact name
   5. Emergency contact phone number
   6. Reservation start date
   7. Reservation end date
   8. Number of boarding days
   9. Customer discounts
3. For each pet, the contract must contain:
   1. Name of pet
   2. Size of pet
   3. Special needs
   4. Extra services required
   5. Price of individual services
   6. Frequency of individual services
   7. Pet discounts
4. Every contract must be signed and dated by the pet owner
5. A copy of the contract is filed in the office until checkout time
6. The pet owner receives a copy of the contract at drop off
7. Closed contracts get sent to the accountant for bookkeeping
8. List total cost?

Invoice

1. An invoice must be completed before the owner picks up their pet(s)
2. A copy of the invoice is given to the client
   1. As a printed copy
   2. As an email
3. A printed copy of the invoice is filed
4. The accountant files the invoices
5. The invoice contains
   1. A letterhead
   2. The date
   3. The invoice number
   4. The kennel address
   5. The name of the customer
   6. The address of the customer
   7. The phone number of the customer
   8. Reservation start date
   9. Reservation end date
   10. Number of days
   11. Payment terms
   12. Description for each service provided
   13. Subtotal
   14. Discounts
   15. Subtotal after discount
   16. GST
   17. Total amount
6. For each service provided, the invoice contains
   1. The description of the service
   2. Daily rate
   3. Number of days
   4. Item total price

Cat

1. Cats have three accommodations:
   1. Luxury
   2. Semi-luxury
   3. Regular
2. Cats must be litter trained

Pricing

1. Daily boarding rates for dogs are categorized by size (small – medium – large)
2. Rates for extra walks are categorized by dog size (small – medium – large)
3. Rates for dog grooming are categorized by dog size (small – medium – large)
4. Owners must pay for administering a pet’s medication
5. Owners must pay for extra playtime for their dogs
6. Daily boarding rates for cats vary on the type of suite they choose (semi-luxury, luxury, regular)
7. Cat owners must pay extra for baths
8. Cat owners must pay extra for grooming
9. Pets who are checked out before noon will not be charged for that day
10. A daily rate for a pet = (boarding rate – applicable discounts) + extra services
11. The total cost = the sum of the daily rate × the length of stay – applicable discounts + taxes
12. The length of stay = the arrival date + each day the pet stays past noon

Discount

1. Owners who provide food for large dogs receive a discount off the daily rate.
2. Owners who have two dogs who share the same run receive a discount off the daily rate
3. Owners who bring three or more pets receive a discount off the total price
4. Owners who have two cats in the luxury suite will receive a discount on the daily rate

Sick Pets\*

1. Pets who are really sick are brought to the veterinary
2. Pet owners of sick pets are contacted at their emergency phone number in case of an emergency.

Dog

1. All dogs must have up-to-date vaccinations for:
   1. Bordetella
   2. Distemper
   3. Hepatitis
   4. Parainfluenza
   5. Parovirus
   6. Rabies
2. Vaccination certificates must be verified upon reservations
3. Vaccination expiry dates must be recorded on the kennel card

Feeding\*

1. Dogs are fed every day at supper time.
2. Dogs who are required to be fed twice, additionally eat in the morning.
3. The most common food brands are kept in stock
4. Customers can bring their own food
5. Customers can choose a substitute food for any missing brand

Special Services\*

1. Walks are done in the morning
2. Playtime takes place at supper time
3. Grooming is done throughout the day starting in the morning.

\* To be determined