

082 931 3166 * info@puppypuzzle.co.za * www.puppypuzzle.co.za

REGISTRATION FORM

Kindly fill in all the information required and email to:
info@puppypuzzle.co.za or drop it off at our centre.

To ensure the safety and health of all fur babies under our care, proof of up-to-date vaccinations, tick and flea prevention and deworming must be attached with this application form.

OWNER INFORMATION

First Name _____
Last Name _____
Home Address _____

Phone _____ Alt Phone _____
Email _____

EMERGENCY CONTACT

First Name _____
Last Name _____

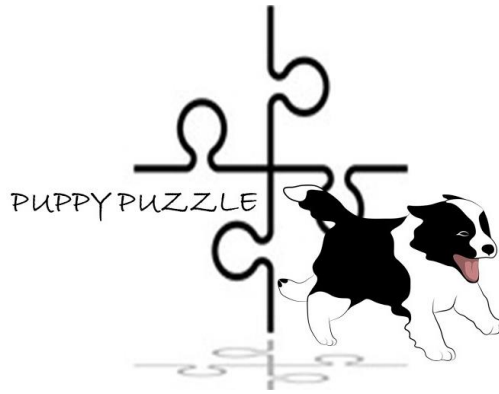
Cell Phone _____ Relationship to owner _____
Email _____

VETERINARIAN INFORMATION

Practice Name _____
Practice Address _____
Cell Phone _____ Work Phone _____
Email _____

PUP INFORMATION

Pup Name _____
Pup Breed _____
Male / Female _____ Birthday _____
Spayed / Neutered _____
(required after 7 months)
Microchipped _____



THE MAIN REASON FOR PUPGY/PUPPY CARE

For my Pup to Learn New Things _____

My Pup is Bored at Home _____

Pup is Destroying my garden _____

I like my pup to have fun _____

PUP BEHAVIOUR
Does your pup have any of the following behavioural traits? Please explain.

Aggression _____

Biting _____

Possessiveness _____

Jumping Up _____

Chewing _____

Digging _____

Excessive Barking _____

Good with Other Pups _____

House Trained _____

Picky Eater _____

PUP AGGITONAL INFORMATION

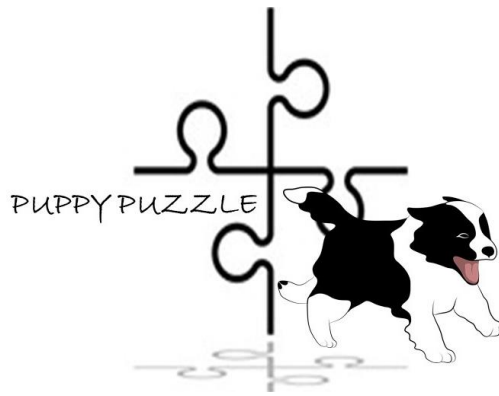
Is your dog up to date on all vaccinations, tick and flea control and deworming _____

Where does your dog spend most of his/her day _____

Feeding guide currently Food _____

Medication or special diets? _____

Are you happy with your dog getting treats at day care? _____



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TERMS & CONDITIONS / INDEMNITY FORM

Kindly fill in all the information required and email to:
info@puppypuzzle.co.za.

Thank you for taking an interest in our family business

*We exist to love and care for your pet to the best of our ability in a professional manner
This document is extensive and outlines everything you need to know; if you have any
questions please get in touch and we will do our best to answer them*

SITE VISITS

Every working day is open day at Puppy Puzzle - **by appointment only.**

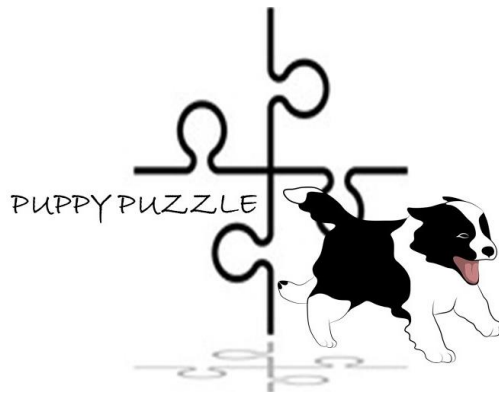
Site visits are arranged at a mutually convenient time between 14h00 and 16h00 on weekdays.

ENROLMENT PROSEDURE

Please complete the above Registration Form and email it back to us. info@puppypuzzle.co.za

- We will give you a call to setup an enrolment meeting.
- At the enrolment session we will discuss your pup's behaviours and what you are looking to achieve thru puppy day-care. You do not need to bring your pet to this session.
- We will answer any important information specific to your pet or questions you might have. We can also give advice on any behavioural issues you might have. This session will be approximately 1 hour long and the cost is R150.
- We will then allocate your pup to the specific play group they would fit in.
- The first day of your puppy day-care is absolutely **FREE**. Should your pup respond well to puppy day-care and have a fun-filled day, enrolment will be confirmed.
- Please bring your pup's vet book with so we can ensure he/she is up-to-date with his/her vaccinations and has been sterilized.
- Each month's booking fees is payable upfront for the month your pup will be booked.
- No booking will be processed or deposit accepted without an enrolment session and a **FREE** day trial session first.
- No booking will be confirmed until payment has been made.

Rabies, Annual Vaccination and Bordetella (the vaccine for Kennel Cough). We also request that all pups be on some type of tick and flea preventative dispensed by a Veterinarian or Vet shop.



GENERAL PUP CARE INFORMATION

- **Transported customers:** we will confirm **approximate** collection and drop off times via email/WhatsApp for the **initial** visit. Thereafter please note that times are not fixed and vary according to our roster and traffic considerations for the day. As a general rule the pups are collected **between 07h00 and 09h00**, and dropped off between **15h30 and 17h30**.
- Please send access codes (if applicable) to 065 607 3094 **before 06h30** on daycare days
- All pups must have a **flat collar with up-to-date tag** on during transport
- **Self-transport customers:** please see the details in our General Conditions;
- Puppy owners are advised to give us a bag of puppy's food so that we can provide lunch on daycare days (up to 6 months of age)
- Collars, Leashes and other personal items: please label all personal items clearly, and avoid bringing expensive items (toys) as we cannot guarantee their return.
- Should a pup miss one or more days of daycare due to illness or being away with their family, a make-up day **may** be possible depending on our schedule. Make-up days **may not** be carried over to the next month, **nor** be credited/refunded
- Amendments to the amount of days of attendance require one calendar months' notice, and downgrades (reduction in number of days) are subject to an amendment fee. There is no fee for upgrades (increased attendance) though two weeks' notice is required and is subject to availability
- Daycare is payable **in advance for the month, by the 28th of the previous month**. Invoices go out between the 24th and 27th of each month. Please let us know in advance if the 28th is an inconvenient day for you in which case we will make a note of your payment date, to avoid us chasing for payments. Please send your proof of payment to info@puppypuzzle.co.za or screenshot your payment vi WhatsApp to 082 931 3166
- We will provide updates as to your pup's progress via our app, and we will add you to our Puppy Puzzle Daycare WhatsApp group and mailing list for any important info

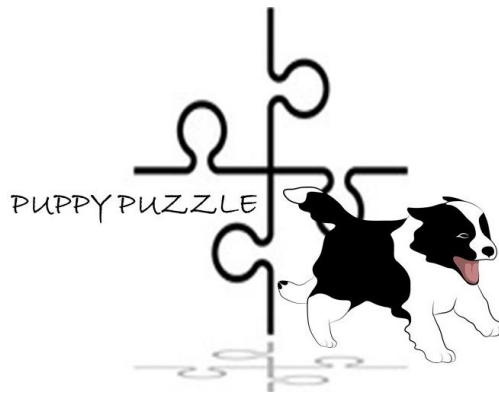
GENERAL INFO

Admin (telephone, WhatsApp and email): Monday to Friday 07h00 to 16h00. As we are busy with the animals, please allow us some time to respond to your query.

Opening hours are between 6h30 – 18h00.

Booking a space for your dog in day-care is recommended to avoid disappointment

Daycare (Puppy Bus transport): pups are collected between 07h00 and 09h30 and dropped off between 15h00 and 18h00, Monday to Friday, using a predetermined route.



Daycare (self-transport): You may drop off from 06h30 and collect up to 18h00. Please pre-arrange

Please notify us of your usual pick up and drop off time upon registering your dog. Dogs that are not picked up by closing time will be subject to a late pickup fee. If a dog has not been picked up by 6:30pm, Puppy Puzzle will make comfortable arrangements for the dog to board overnight and the owner will be charged boarding rates.

TERMS AND CONDITIONS

DAYCARE

Payment: EFT is the preferred payment method. Our invoices contain our banking details and other information.

Full payment is required in advance for the next month by the 28th of each month. Failure to pay on time will result in persistent and continual nagging from us. If you haven't paid, we will not collect your pet, but we will continue to persistently nag for payment. We don't like nagging

Cancellation: our contracts all have a cancellation clause specific to the contract duration. Non-contract day-care requires a calendar months' notice of cancellation.

Amendments: reducing the number of days your pet attends in the month requires a calendar months' notice to be given. Increasing the number of days requires a week's notice and is subject to availability. An amendment fee will be charged for downgrades on contracts.

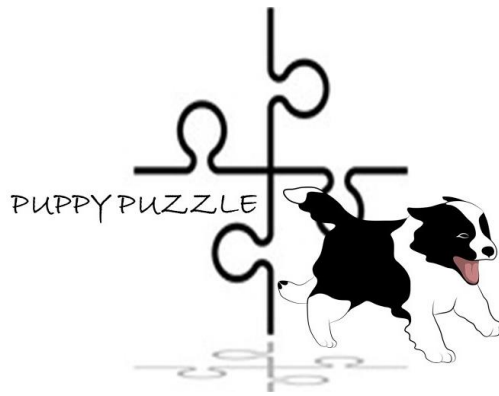
Exchanging days: should a pet miss day-care for whatever reason, we may be able to arrange a make-up day **within the same month** depending on our schedule. This is not guaranteed. No credits or refunds apply for missed days, nor for no-show days or days where we have been unable to access your property for collection.

PET HEALTH

We are fastidious about cleanliness and hygiene, as much as we can be in an environment with new pups arriving on a daily basis.

All pets must be current on vaccinations in line with the manufacturer's recommendations. Pets must have been dewormed within 7 days of the first day of their stay, and must be current on a tick preventative. Please provide proof of this via email or WhatsApp 24-72 hours before your pet's first day.

Please note that all pets (our own included) run the risk of contracting infectious diseases such as Kennel Cough (an airborne virus in pups) and gastroenteritis (a bacterial infection in any species), conjunctivitis (an eye infection), among others.



Should your pet become ill, seem “off” or be injured for whatever reason, we will let you know.
We reserve the right to consult with our veterinarians at our discretion.

Puppy Puzzle will make every effort to contact you in any emergency with your pup before we transfer to a licensed veterinarian. This authorization gives associates of Puppy Puzzle to act on your behalf in the event of your pup needing immediate medical attention.

I, the owner, authorize a licensed veterinarian and their assistants, to administer the treatment and perform procedures as considered therapeutically and diagnostically necessary for the care of my pup, including administration of anaesthesia. In the event that an emergency treatment is required, I authorize the veterinary staff and their assistants to perform medical and surgical treatments necessary to preserve the life of my pup until I can be contacted for further approval.

I accept full responsibility for any and all financial responsibility for the treatment that my pup receives from a licensed veterinarian and their staff.

I hereby release Puppy Puzzle from any and all claims arising from any emergency of the above nature

All vet costs are for the owner and must be settled before the pet returns home (applicable to both day-care).

Medical conditions: we are unfortunately unable to enrol diabetic and/or epileptic pups

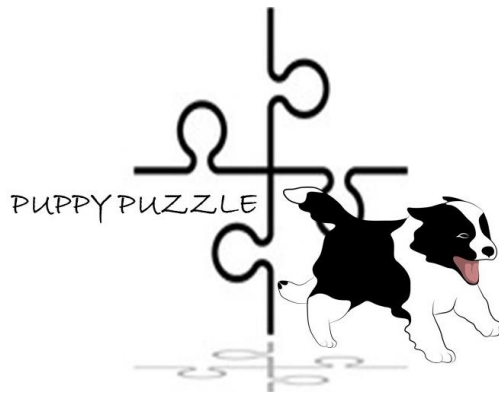
PACKING LIST

- Please see your invoice footer - all information is contained therein
- If your pet requires chronic medication (including vitamins) please provide a plastic daily or twice-daily pill box for them with clear instructions for their medication, in a clearly labelled Zip Lock/Tupperware.

FEEDBACK NOTE

We try to give feedback as frequently as we can. This may not be every single day as we all have our roles and managing the health, welfare and happiness of the animals comes first. We try our best to keep all owners up to date on at least an every-other-day basis and typically send our feedback messages between 11h00 and 15h00.

You agree that Puppy Puzzle can post photographs of your pup on its social media pages for publicity or otherwise



INDEMNITY

By signing this form, you indemnify us as follows:

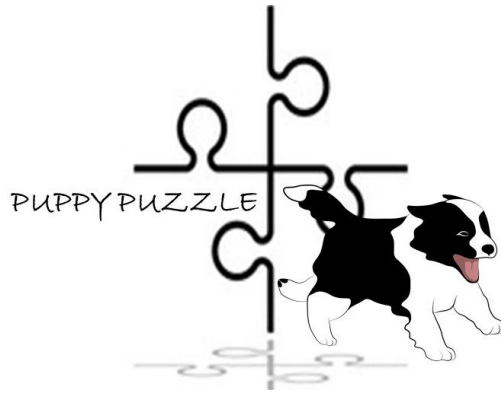
I, (the owner) confirm to Puppy Puzzle that I am the legal owner of my pup; that my pup has not been ill with any contagious diseases or condition within the past (30) thirty days and that my pup has received all necessary vaccinations. I understand that Puppy Puzzle is an open day-care I agree that my pup will socialize with other pups and I accept the risks involved and agree that no amount of constant supervision can completely mitigate the risk of injury and therefore cannot hold Puppy Puzzle liable for any injuries or illnesses resulting from my pup's attendance. I agree to inform Puppy Puzzle of any changes in my pups' behaviour and/ or condition prior to any day-care visit.

I understand that my pup is required to be fully vaccinated (including parvo, distemper, rabies and bordetella) and that it is my responsibility to fully vaccinate my pup and agree to keep Puppy Puzzle updated annually of my pup's vaccination records. I acknowledge that Puppy Puzzle has the right to remove a pup from the facility if he/she is not vaccinated. I understand that my pup must be given a flea prevention in the form of a topical liquid or tablet and proof of administration must be provided. I acknowledge that flea collars are not acceptable. I understand that my pup will be inspected for fleas when entering Puppy Puzzle and will be refused entrance if fleas are found. I further acknowledge that Puppy Puzzle shall not be held responsible if my pup contracts fleas while at Puppy Puzzle because proper flea protection is my responsibility. I accept that should fleas be seen on my pup during his/her stay, a flea preventative will be administered to my pup at my cost upon my approval.

I understand that if my pup has a history of aggression or biting, Puppy Puzzle has the right to refuse entry to my pup and I have disclosed to Puppy Puzzle any dangers associated with my pup. Any behaviour deemed dangerous or inappropriate by Puppy Puzzle may result in the dismissal of my pup(s). I further agree that should my pup cause any harm to another pup during his/her time at Puppy Puzzle, that I will be fully liable for any veterinary costs and damages that may arise.

I indemnify Puppy Puzzle and its members and directors from all claims that may arise because of illness, injury or death of my pet/s whilst under the care of, or after returning home from, Puppy Puzzle.

*I acknowledge that it is the policy of Puppy Puzzle to allow the **pups** under its care to exercise over areas spanning the limits of the Puppy Puzzle property, along with other pups and animal species. I consent to my pup(s) being exercised in such a manner and indemnify Puppy Puzzle against any suit or claim arising from any loss or injury to my pup(s) at any point while under our care.*



I enter the Puppy Puzzle property at my own risk.

By signing this document, it is considered that our terms and conditions and indemnity have been understood and accepted, and that you are familiar with this document.

Owners Name

Pup's name

Signature

Date

Thank you for considering *Puppy Puzzle*