



## **INFORMATION SHEET**

### **E-Mail**

reservations@pinoakskennels.co.za

### **Phone numbers**

072 0741303

This is the phone carried by one of the staff on duty attending to the dogs during open hours.

(Michael, Joanne, Justin, Sue or Nola)

1. Arrange viewing of kennels.
2. Enquiring after the well-being of your dogs.
3. Arranging pick-up and drop-off times.  
(It helps management to have an estimate)

072 2073018

Doreen – Admin

1. Reservations.
2. Quotes.
3. Amendmets to bookings.
4. Grooming and transport. (Transport excl. weekends and public holidays)

Kennels are charged per day or part thereof.

Payment is by EFT or cash. We don't have a card machine.

Pick up and drop off times are between 08h00 and 17H00 every day including weekends and public holidays.

Please plan your trips ensuring that you can comfortably pick-up/drop-off your dogs within the prescribed hours.

Should you, for whatever reason, be unable to drop-off/pick-up outside of the 'open hours' you will be expected to pay for an extra day.

Over festive periods (Easter and Christmas/New year), there will be no refunds for shortened stays.

For the rest of the year, should you wish to pick-up your dogs day/s earlier or drop-off day/s later than originally planned you will be refunded or credited accordingly.

Should you wish to drop-off your dogs day/s earlier or pick-up day/s later than originally planned, you will be expected to pay for the extra days. Please inform Doreen as well in advance as possible.

Food, Bedding and underfloor heating is included in the price.

Should you wish to supply your own food, there is no discount for doing so.

Should your dog/s require medication, which you will be expected to supply, please instruct whoever welcomes your dog/s as to the dosage etc. There is no additional charge for this service.

Should you dog/s require veterinary services, the costs would be for your account. In most cases, Pin Oaks pays the required amount and claims it back from the owner.

Leads and collars are not required.