



THE
WINSTON
PET HOTEL

Registration Packet



Welcome to The WINSTON!!

We are extremely pleased that you have chosen to use our facility for your pet's boarding needs. We are confident that you will find our services a great addition to your life as a pet owner!

Once you are ready to schedule your boarding, please contact our office by calling or emailing and setting up a "meet and greet" for your pet! At this time we will meet and evaluate your pet to determine that we are the best for your pet and vice versa! Meet and greets can be scheduled during these times:

- Monday – Friday from 9:00am to 3:30pm
- Saturday – 10am to 11:30am
- Evenings by special appointment only

Please arrive to your "meet and greet" on time. Initial evaluations are scheduled at specific times of the day in order to maintain a structured day for the dogs and ensure they have time for all their scheduled activities. If you are running late, please give the office a courtesy call so that we can either hold your spot or reschedule for another time. If you are more than 15 minutes late, we will need to reschedule.

Enclosed is your Welcome Packet for our boarding services. Please print a copy of this packet and complete all forms BEFORE your scheduled evaluation. At the evaluation, a member of our staff will review the materials with you and answer any questions you may have. This Welcome Packet contains:

- Welcome letter – please read
- Customer/Owner Information Form – please complete
- Pet(s) Information Form – please complete
- Customer Agreement and Release of Liability Form – please read, sign and date

Again, thank you for choosing The Winston! If you have any questions do not hesitate to ask. Our goal is to make things as easy and comfortable as possible for our clients and their pets! If you have any suggestions that could make your life or the life of your pet(s) easier, feel free to contact us!

Sincerely,

The Winston Management

PS: For your information I have made some changes to our drop off and pick up times. To accommodate our incoming guests I will be setting a "check-in" and "check-out" schedule. Check-ins (or drop offs) will need to be after 3pm day of arrival. Check-out (pick up) will need to be prior to noon on departure date. I will try to work with everyone on their times because I understand these times may not be accommodating on every occasion, but these will be on a case to case basis and will require an extra fee if the pet is needed to be housed for an additional time on said day. I will have crates available to hold your pet(s) and decide fee upon discussion based on availability. Thanks for your patience and understanding while I get all these kinks worked out!



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CUSTOMER/PET OWNER INFORMATION

Owner(s) Name _____ Date _____

Address _____

Home Phone _____ Cell Phone _____

Work Phone _____ Additional Phone _____

Email Address _____

Other Emergency Contact Information _____

How did you hear about us? _____

PAYMENT INFORMATION:

How do you plan to pay for your services?

Credit Card _____ Check _____ Cash _____

Credit Card Number _____ Exp Date _____ CVV# _____

Name on Card _____

Billing Address (if different from above) _____

Authorized Signature _____ Date _____



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PET INFORMATION

Pet's Name _____ Dog _____ Cat _____

Birthdate or Age _____ Sex M F

Breed and/or color & markings _____

Spayed or Neutered Y N Flea Treated Y N

Name of Dog Food _____ Allergies _____

Medical Issues and/or Problems _____

Social Issues and/or Problems _____

Veterinarian Name _____ Phone Number _____

Address _____

Medications _____

How are they taken and when _____

****Provide all medications in marked containers, with dosage and any specific directions****

Please answer the following questions to the best of your knowledge regarding the behavior of your pet.

Has your pet ever bitten anyone? _____ Has your pet ever been aggressive? _____

Is your pet crate trained? _____ Has your pet ever escaped a fence? _____

Do you give treats to your pet? _____ Is your pet potty trained? _____

If "yes" is answered to any of the above questions, please give a brief explanation: _____

Other comments that will help us care for your pets! _____

****All pets require a copy of current vaccinations record prior to your arrival****