

Dream Katcher Lodge Guest Orientation & Questionnaire

Owner: _____

Address: _____

City: _____ State: _____ Zip _____

Telephone Numbers: Home _____ Work _____ Cell _____

E-Mail Address: _____

May we send you a Newsletter via E-Mail? ___ Yes ___ No

Local Emergency Contact: _____

Please fill out a separate orientation form for each of your pets.

Guest Name:

_____ **Breed** _____ **Weight** _____ **Birthday** _____ **Color** _____

Please circle one

Male Neutered Female Spayed

Who referred you to Dream Katcher Lodge? _____

(Please ask us about our Referral Program.)

Lobby hours for check-in and check-out

Monday – Friday 9 AM – 6 PM

Saturday 9 AM – 4 PM

Sunday 1 PM – 4 PM

OUR FRONT DOOR STAYS LOCKED FOR SECURITY

PLEASE USE OUR CALL BOX FOR ASSISTANCE

Our front office is closed on major holidays.

There are no check-ins or check-outs on major holidays.

Check Preferred Accommodations

All guest areas are designed with your pet's health and safety in mind. The floors in all dog Kottages, Bungalows and the cat Villa are the same material used in hospitals to allow complete sanitation and provide a non-slip surface. These floors are also heated with individual thermostats. The Lodge is equipped with an Ultraviolet Air Treatment System that minimizes the transfer of airborne bacteria and prevents mold spores.

Canine Guests

All accommodations are indoor luxury suites and include color television, raised bed with thick fleece pad, non-slip floors, and turn down service with a night-time cookie. Our guests enjoy four outside potty breaks daily in our all-weather covered pavilion, which includes one potty break right before bedtime. Additional potty breaks can be scheduled at \$4.50 each.

- ❑ Kottage – An 8'x8' suite. It is large enough for two canine family members – or three if they are all under 20 pounds. \$44.50 per night.
- ❑ Courtyard View Kottage – An 8'x8' suite featuring a large picture window overlooking beautiful Crawford Falls in our courtyard. It is ideal for dogs who enjoy looking outside or relaxing in the sun. Courtyard View Kottages are large enough for two canine family members – or three if they are all under 20 pounds. \$52.50 per night.
- ❑ Courtyard View Bungalow – An 8'x16' super-large, spacious suite – twice the size of the other suites. It features a large picture window overlooking beautiful Crawford Falls in our courtyard. It is ideal for dogs who enjoy looking outside or relaxing in the sun. Our Courtyard View Bungalows also have an internet camera so you can check on your “kids” via cyber-net visitation. These suites are large enough for three canine family members – or four if they are all under 20 pounds. \$71.00 per night.

Each additional canine family member sharing any suite will be charged \$20.50 per night.

Feline Guests

Feline accommodations are separate from the canine accommodations and are sound-proofed so the kitties are not disturbed by any “dog speak”. Our soft soothing music will ease your kitty into pure relaxation as they curl up on the custom four-poster beds with thick fleece pads (perfect for chin rubbers and biscuit makers), or as they stretch out and sun-bathe while sleeping the day away. All suites have a private litter box area tucked well away from the main living area – assuring the comfort of your cat.

- ❑ Loft – These spacious suites are multi-level, floor-to-ceiling spaces providing six different areas for kitty lounging, and are large enough for two feline family members to share comfortably. We have some lofts that are “lobby view” for kitties that enjoy lots of human companionship, and we have other lofts that are “bunny rabbit view” for kitties that prefer to look out into the great outdoors and “stalk” the wildlife. \$20.50 per night.
- ❑ Villa – This luxurious room is surrounded in glass, providing sun-drenched luxury, and is large enough for up to four feline family members to share comfortably. Our Villa is equipped with a private rattan enclosed litter box, extra large bed, burl redwood climbing furniture, and an internet camera so you can check on your “kids” via cyber-net visitation. \$33.50 per night

Each additional feline family member sharing any suite will be charged \$12.50 per night.

Please Note

Before guest's date of arrival, the Lodge must receive current (within one year) vaccination records. You can have these records faxed to us by your Veterinarian at (865) 777-9780. We will honor Rabies requirements in the county or state in which the pet resides.

Required Vaccinations
Dogs
Rabies – Bordetella – Canine Combination Booster – Canine Influenza
Cats
Rabies and Feline Combination Booster

Medical Information

Veterinarian: _____ Phone: _____

Has your pet ever been diagnosed with a zoonotic disease (which is transmittable to humans)? Two examples are ringworm and cheyletiella.

____ Yes ____ No

If yes, Dream Katcher Lodge requires a statement from your Veterinarian that this zoonotic disease has been cured.

Does your pet have any physical or medical conditions that we need to be aware of? ____ Yes ____ No

If yes, please describe:

Oral and topical medications will be given to our guests at no additional charge.

Injections (e.g insulin) will be given at \$5.00 per injection.

Subcutaneous fluids will be given at \$10.00 per administration.

Please Note

We require that you bring all prescription medications in the container issued by your Veterinarian. Please bring adequate medication for your pet's stay. If we run out of medication we will charge \$20 for picking up additional medication from your Veterinarian.

Meal Selection

- Lodge Menu (CNM-EN /Dogs & Cats)
- Owner Provided Food, including Prescription Diet

Describe _____

Feeding Instructions: Amount _____ AM PM Both

Other Please describe _____

Should we take the bowl away at night? ____ Yes ____ No

Does your pet have any food allergies? ____ Yes ____ No If yes, please describe:

Please Note

We request that food be brought to the Lodge in a rigid, airtight container with a tight fitting lid. Please mark the container with guest's name (first & last). Please bring adequate food for the duration of your pet's visit. In addition to the cost of the food, we will charge \$20 for picking up additional food if your pet runs out and cannot eat our diet.

Personal Items

We encourage you to bring items that you feel will make your pet feel comfortable. A good suggestion is to bring a favorite toy or chew and a blanket that smells like home. We will be providing bed and bowls. Although every effort will be made to assure that all belongings are returned, we cannot take responsibility for lost, damaged or destroyed items. Please label personal items and do not bring anything that cannot be washed in hot water. **ABSOLUTELY NO RAWHIDE PRODUCTS!**

Additional Guest Services

- Courtyard Walk - \$7.50/20 minutes ____ times per day
- Kuddle Time - \$7.50/20 minutes ____ times per day

What does your pet enjoy? _____

- Bath - Price depends upon dog's weight & coat length, as well as dematting required. NOTE: Baths are scheduled only for our boarding guests. We do not offer "grooming". We do not bathe cats.
- We do offer "A La Carte" services for our boarding guests, including Dremeling Nails, Dematting, and Extra Brushing.

**At Dream Katcher Lodge we are committed to giving our best to each Guest every day of the year. To make this possible, we reserve the right to limit Additional Guest Services to one activity per day during Holidays and other times when our occupancy is extremely high.*

Other Important Information

Has guest ever boarded anywhere before? ____ Yes, see below ____ No

Did your pet have a positive or negative experience? Explain:

Has guest(s) ever exhibited any type of aggressive behavior? ____ Yes, see below ____ No

Describe: _____

When, if applicable, does your pet exhibit fear and what can we do to help:

- Storms
- Stranger
- Loud Noises
- New Places
- Bath Time

Please explain: _____

Cancellation Policy

All reservations must be guaranteed on a credit card. If the reservation is not cancelled the equivalent of one night's boarding will be charged to the credit card. DKL requires a "three night minimum charge" during Thanksgiving & Christmas.

Please Note

Dream Katcher Lodge reserves the right to refuse to accept pets lacking required vaccinations and/or pets displaying signs of illness, parasites or aggressive behavior.

Signature of Owner

Date