

# Booking form

Hydegate Uley Nr Dursley Gloucestershire GL11 5AN Telephone: 01453 860557 Fax: 01453 861200  
www.hydegatepetresort.co.uk email: contact@hydegatepetresort.co.uk



## Owner's Details

Owner's Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
Postcode \_\_\_\_\_  
Tel (STD ) \_\_\_\_\_  
Mobile / email \_\_\_\_\_  
Next of kin contact name \_\_\_\_\_  
Tel \_\_\_\_\_ Mobile \_\_\_\_\_

## Veterinary Details:

Vet's Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
Postcode \_\_\_\_\_  
Tel (STD ) \_\_\_\_\_

Pet Resort Limited

## Pet's Details

### First Pet's Name

Sex: \_\_\_\_\_ DOB \_\_\_\_\_  
Species \_\_\_\_\_ Breed \_\_\_\_\_  
Spayed/Neutered: Yes / No \_\_\_\_\_  
Vaccination Due \_\_\_\_\_  
Infectious Bordetella Given Y / N if Y on \_\_\_\_\_  
Allergies \_\_\_\_\_  
Medical History: \_\_\_\_\_  
Usual Flea Treatment \_\_\_\_\_  
Diet \_\_\_\_\_

### Second Pet's Name

Sex: \_\_\_\_\_ DOB \_\_\_\_\_  
Species \_\_\_\_\_ Breed \_\_\_\_\_  
Spayed/Neutered: Yes / No \_\_\_\_\_  
Vaccination Due \_\_\_\_\_  
Infectious Bordetella Given Y / N if Y on \_\_\_\_\_  
Allergies \_\_\_\_\_  
Medical History: \_\_\_\_\_  
Usual Flea Treatment \_\_\_\_\_  
Diet \_\_\_\_\_

## Guaranteed Super Care Package or you pay nothing

### Conditions of Guarantee

- Full health care check (on arrival)
- Vaccinations up to date  
(Card MUST be checked on arrival on all occasions)
- Vaccinated against Infectious bronchitis at least 72 hours prior to holiday (1 years protection.)
- 2 extra walks per day
- Bathing at our discretion at least once before departure
- Full cost of holiday to be paid on arrival after health check.
- Our guarantee does not include cases of Infectious bronchitis because although we will take all necessary precautions the vaccine does not cover all strains and it is not therefore due to a lack of care on our behalf.
- Other terms may apply – Please Ask.

### Your booking :

Number of Dogs \_\_\_\_\_ Number of Cats \_\_\_\_\_  
Service Required: Standard / Standard Golden Heart / Family unit / Family Golden Heart / Premier / Premier Golden Heart / Luxury (circle) \_\_\_\_\_  
Additional Services \_\_\_\_\_ Date of Arrival \_\_\_\_\_ Date of Departure \_\_\_\_\_  
I accept the conditions of Hydegate Pet Resort (see over) Signed \_\_\_\_\_

At Hydegate our objective is to provide total animal care. *Thank you for choosing HYDEGATE for your pets.*

If you are happy with what we do please tell your friends. If not, please tell us.

**We promote  
responsible  
pet ownership**

## Terms and Conditions

**The Standard Day Care Service** provides;

Apartment with attached outside covered run, in a double secure unit. We provide synthetic sheepskin bedding for dogs and cosy beds for cats. All pets receive two meals a day. Our trained staff record a daily fourteen-point health check on each dog which includes a brush if necessary and is like a TLC session. Dogs are walked on the paddock first thing in the morning. Cats have a daily recorded 10 minute TLC/play and grooming session.

**The Golden Heart Service** includes the above with four extra 10 minute walks or TLC sessions.

**The Premier Apartments** – opened in April 2004. UPVC apartments with bedroom / run, latex flooring and individual heat lamps, and includes the same level of service for Standard Day Care. The Golden Heart Service is also available in the Premier Apartments.

**The Family Apartment** – The bedroom compartment is the same as the Premier Apartment, but it has an outside run and is situated in the standard accommodation

**The Luxury Apartment** – a room decorated like a child's bedroom with television and bunk beds includes the same level of care as above plus five extra 10 minute walks or TLC sessions a day.

### Conditions

All pets are charged for the day of admission and the day of departure regardless of the time of arrival or departure.

Pets must be collected between 8.30am & 5.00pm unless the out of hour's service has been arranged. Out of Hours service is available between 8.00am - 8.30am and 5.00pm - 9.00pm (by prior arrangement) excluding Saturday and Sunday.

We reserve the right to attend to any concerns with regard to your pet's coat that would affect its health and welfare during its stay with us.

No refunds will be made in the case of early collection.

No reduction is made when the customer supplies their pet's food.

We regret we cannot accept the pet's own bedding. However we encourage you to bring a small disposable item with a familiar smell from home, and any suitable toys.

A deposit will be required to confirm a booking for the Luxury Unit and also for bookings during Peak Season.

Payment is due in full on departure, and all fees include VAT.

**Vaccinations:** Proof of vaccination in the form of the pet's up to date vaccination certificate MUST accompany the pet on arrival on all occasions. Your vet can provide vaccine information. New vaccination courses must have been completed at least 10 days before arrival.

We strongly advise all dog owners to have their pet vaccinated against Infectious bronchitis (this must be given at least 72 hours before arrival) This vaccination covers your pet for 1 year.

**Medication:** All medication that accompanies pets must be clearly marked with the pet's name, the dose rates and the type of medication clearly stated, plus an explanation of the condition being treated. We require details of any pre-existing condition and reserve the right to consult a veterinary surgeon at our own discretion.

Any veterinary attention required during the pet's stay is at the expense of the owner.

We strongly recommend you obtain veterinary insurance cover.

Pets are insured to the value of £100.00 during their stay at Hydegate.

**Non collection of a Pet:** We reserve the right to take any action deemed fit with respect to your pet in the event of non collection or contact by the owner, after 14 days from the due date of collection.

*Please complete your booking form overleaf.*

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