



Kennelbooker

Dog Boarding Booking System



Dog Trouble Ltd

A Guide to registering with Kennelbooker and creating an account

Login Page: <https://www.kennelbooker.com/clientlogin.aspx?id=f5fbb2b2-ae37-486d-b4b2-596c6d2965ac>

The Kennelbooker system enables you to record details about yourself and your dog/s which will be kept securely for future use, and can be updated by you as necessary to make sure they are accurate. Records will include your dog/s breed; age, sex; size; spayed/castrated; dietary and medical information; vaccination/titre test records; insurance details; feeding preferences, any behaviour issues or special requirements; and a photo of your dog. Features of the new system include:

- Your name, address, telephone and email details
- Records for all your dogs
- Availability check
- Automatic email notifications
- Simple payment process – once payment is made your booking is automatically confirmed
- Details of your Vet
- Vaccination/Titre Test records
- Your emergency Contact details
- Any special requirements for your dog

Creating your account in Kennelbooker

The first thing you need to do is check if your email has already been added to Kennelbooker as we have loaded most client details onto the system already.

Dog Boarding Booking System

Click on the right-hand box labelled “Are you an existing customer?” and enter your email address.



Click Next



If your email ISN'T RECOGNISED you'll see the screen below and you will need to create your account. Click on Register Now and follow the onscreen instructions.

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If your email IS RECOGNISED you will see the screen below. If you haven't yet created your account, you will be asked to create a password. Type your new Password into both boxes then click on Register & Log in.



The next page is the Boarding Disclaimer and Vet Waiver that you should read through before signing the form, using your mouse. Then check the box next to Agree to Terms and Conditions, and click on "Agree and Continue".

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Online Booking Waivers

Waiver Type: All Bookings

Dog Trouble Limited Day Care/Overnight Boarding Disclaimer and Vet Waiver

Dog Trouble Limited ("Dog Trouble") agrees to provide various services to you subject to the following Terms of Service. When using our services, you will be bound by any regulations, guidelines or rules applicable to such services, which may be required with regard to local authority/licensing requirements, passed on our website, equipment prior to commencement and/or implemented by reference into this agreement. Furthermore, Dog Trouble will always request for your services at the same time.

1. GENERAL PROVISIONS
No intention and usage limit

1. Dog Trouble is not responsible for loss, damage or deterioration of any items left with your dog.
2. If you intend your dog from the premises (i.e. with children, appointments, etc.) during the night stay at Dog Trouble you will be solely responsible for the care of your dog whilst you're in your absence.
3. Dog Trouble reserves the right to refuse admission to any dog and/or to refuse any dog that does not meet its minimum health requirements or other day care/boarding standards. This administration shall be made at the sole discretion of Dog Trouble.
4. Whilst you remain an authorized Dog Trouble user, members unable to visit with your dog with other dogs that have been matched for temperament and compatibility.
5. Dog Trouble reserves the right to separate dogs when it is determined to be in the best interest of the dogs.
6. As long as you remain you agree to be bound by the terms of this agreement.

2. MEDICAL AND HEALTH
No intention

1. Your pet dog has been required prior to boarding for various conditions.
2. In accordance with their conditions have been provided by Dog Trouble staff.
3. That you understand Dog Trouble has asked on your representation that your dog is in good health at the time of check-in and is not arriving with any diseases or viruses. Any pre-existing health conditions or medical conditions will be disclosed and discussed prior to check-in. You also understand that we do not have a treatment set on site and may not be able to detect or diagnose a medical condition in your dog.
4. In your knowledge your dog has not been exposed to any contagious diseases within a 30-day period prior to check-in for boarding at any Dog Trouble services.
5. If your dog becomes ill or injured or if Dog Trouble believes the health of their facility requires professional attention and help, in an emergency situation, attempt to contact and inform you prior to seeking medical attention. If you cannot be reached or in an emergency situation you consent to Dog Trouble Ltd to take decisions involving the services other of your pet or Whiteboard Manager for the treatment. An expense incurred from this treatment will be the sole responsibility of the owner.
6. No intention of this agreement with allowing a member dog to participate in health or dog care services until with the written approval of a vet.

After you've signed the Disclaimer and Vet Waiver and agreed the Terms and Conditions you need to answer the Booking Form Questions click "Save Answers".

Booking Form Questions

Question	Yes/No	Comments
Do you wish to provide food?	<input type="text"/>	
If so please state details of feeding requirements		<input type="text"/>
If we are providing food please state dietary preferences, for example raw		<input type="text"/>
If we are providing food what is the total grams per day per dog?		<input type="text"/>
How many times a day should we feed your dog(s)?		<input type="text"/>
Does your dog have any medical conditions or injuries we should be aware of? If so please list:	<input type="text"/>	<input type="text"/>
Does your dog have any behavioural issues we should be aware of? If so please list:	<input type="text"/>	<input type="text"/>

Once you've answered these questions your account is registered and you will be taken to your Dashboard – see screenshot below – where you can click on the "Your Details" and "Add Pet" menu items to complete your details and information about your dog/s. When you next login you can use the "Add Booking" link to request boarding or daycare dates.

Dashboard

Your Details

Name: [input]
Address: [input]
Email: [input]
Phone Number: [input]
Pet: [input]

Details

DOG Trouble Ltd
Dog Boarding, Daycare & Pet Services

Name: Dog Trouble
Contact Email: Office Manager Dog Trouble
Contact Number: 01246 519123
Address: Station Approach, Frome, Wiltshire, BA11 1JG
Bathampton, Wiltshire, BA11 1JG
Email: info@dogtrouble.co.uk
Additional Info: Please note Dog Trouble is not a vet.

Upcoming & Ongoing Bookings

No upcoming bookings found

If you have any questions regarding creating your account please contact: info@dogtrouble.co.uk.

FAQs

How do I register?

Refer to the registration instructions above for how to create your account in Kennelbooker.

Once you have your account set up you can login at any time to amend and update the details for you and your dog, and request boarding and daycare dates. You must complete all the information boxes to complete your registration.

What about those who who don't use the internet?

If you call or email us we will create accounts for customers who don't use the internet, and will make bookings on their behalf using the Kennelbooker system.

Who should I contact if I have any questions about the registration process?

Please contact info@dogtrouble.co.uk or Tel: 0118 979 1214

Will my details be kept secure and private?

Dog Trouble Limited will use your personal data in order to create bookings for you and your pets. We store this information on an online system called Kennelbooker and you may request at anytime that your information is deleted from this system. Kennelbooker use high level data security – all data is automatically backed up and secured several times a day with bank level encryption

For bookings we send a booking confirmation email and a receipt by email. We do not use your personal data for any other purposes and will never resell your information. Payments are processed via Stripe who are PCI compliant. Privacy Policies are available as follows:

[Dog Trouble](#)

[Kennelbooker](#)

[Stripe](#)

Useful Links



[YouTube Channel](#)




[Facebook](#)



[Instagram](#)





Dog Trouble - Changing your life with your dog

"A dog problem is no different to any other kind of problem in your life, it can create a great deal of frustration and anxiety. In addition a problem dog can be a danger to you and those around you. Here at Dog Trouble we can change lives, if owners are prepared to take the responsibility to learn and are committed to achieving a positive outcome for them and their dog. Our goal is to rehabilitate problem dogs so they can live a happy and fulfilling life whilst showing you the owner how to build that special bond that will ensure you not only understand your dog but your dog understands you. Training dogs is one thing, but identifying and solving dog behaviour problems is a specialist task which requires the experience and knowledge to work with each dog on a case by case basis. We have taken the time to learn about and work with dogs exhibiting a variety of behaviour issues, particularly aggression, to such an extent that we are confident the service we provide is first class." - ***Jo Cottrell, Dog Behaviourist***