



BOARDING TERMS & CONDITIONS

A. General

- This boarding facility has been accredited by AsureQuality as an Approved Pet Boarding Establishment.
- All possible care and attention will be given to pets in accordance with our “Guarantee to Clients and Pets”; however we cannot be held responsible for any event that may occur that is beyond our control.
- We reserve the right to refer cats for veterinary attention at owner’s expense should this, in our opinion, be necessary.
- We reserve the right to decline the boarding of entire tom cats and unspayed females over the age of six months.
- Current vaccination certificates **MUST** be produced on admission.
- We reserve the right to treat flea infected cats at the owner’s expense.

B. Hours

- Closed Christmas Day.
- Otherwise open daily from 8.am to 10.30am and 3.30pm to 5.30pm (strictly adhered to).
A surcharge of \$50.00 will apply to those who either deliver or collect their pets outside the stated hours.

C. Charges

- A nightly rate is charged for boarding cats, and current prices will be advised by the management.
- Payment is by Eftpos or cash. All fees are GST inclusive and must be paid in full when the pet is uplifted.
- Discounts may apply to multi cat families and for stays of more than four weeks.
- Fees for other services requested will be charged by arrangement (eg. transport of pet).
- Failure to arrive for a booking which has not been cancelled will initiate an invoice being sent out for the booked period.

Special Conditions for 15 December - 15 January

- Bookings for the above period are essential. Provisional bookings are welcome, but all bookings **MUST** be confirmed by Labour weekend, with a 50% non-refundable deposit.
- In the event of a later arrival or earlier return, the **FULL** period of the booking is to be paid.
- In the event of a cancellation made after 15 December, an invoice covering the cost of the booked dates will be sent out.



A GUARANTEE TO CLIENTS & PETS

This cattery freely acknowledges and willingly accepts the serious responsibility involved in the care of your pets.



OUR GUARANTEE TO YOUR PET

1. We will care for all boarded pets with *kindness* and will place their *welfare* above all other business considerations.
2. We will provide *security and safety* for all boarded pets by means of proper cattery design, good animal handling procedures, and adequate separation between animals.
3. We will maintain a *sanitary environment* for all boarded pets.
4. We will provide vigilant *supervision* of all boarded pets by competent, conscientious personnel and will respond appropriately to any sign of distress or emergency.
5. We will provide individual *water* containers and clean water to each boarded pet.
6. We will provide adequate and proper *diet* to each boarded pet.
7. We will seek *veterinary assistance* whenever appropriate, and our own veterinary surgeon will be contacted in the first instance.
8. We will require proper *immunisations* for all boarders in the cattery, as specified in our booking procedures.
9. We will endeavour to administer owner-provided or veterinary-prescribed *medication* in accordance with instructions.
10. We will take appropriate measures to control *parasites* within the cattery environment.
11. We will provide adequate *ventilation* to minimise possible exposure to harmful bacteria or viruses.
12. We will provide comfortable levels of *light* in all boarding areas.
13. We will provide individual *sleeping areas* which are large enough to accommodate normal postural movements.
14. Each apartment has its own run, which enables exercise and play in an area which is safe, secure and clean.



OUR GUARANTEE TO YOU

1. We will deal *honestly & fairly* with the public, and will put the welfare of our boarders above personal gain.
2. We will *honour our commitments* to our customers, whether they are made in our advertising, or in person, and will avoid inaccurate or misleading claims about the care which we provide.
3. We will respect the *confidential* nature of our cattery/client relationship, and will not release client information to unauthorised individuals.
4. We will strive to maintain and advance our *professional competence*.
5. We will endeavour to *resolve any disputes* which might arise in a fair, and professional manner.

If at any time you feel that we have not lived up to these commitments, we sincerely urge you to bring the matter to our attention.