

Terms and Conditions

Bookings

- 1. Dates:** Please be careful when selecting dates for boarding. Fees are payable for the number of nights you have booked, not the number of nights used. This is in line with the industry standard. When pets are checked in late or checked out early, this leaves us with vacancies we are unable to fill at short notice and impacts our capacity to help other clients. Particularly during peak periods, demand significantly outweighs supply and we are keen to assist as many of our clients as possible.
- 2. Long Stay:** If the boarding duration is shortened (after a quote where our long-stay rate is provided), clients understand that any discounts are rescinded and usual nightly tariffs will apply.
- 3. Tentative bookings:** Whilst we prefer not to take tentative bookings, we understand that at times, bookings are made prior to holiday arrangements being finalised. With the exception of Christmas/New Year we are happy to pencil in tentative bookings with the understanding that once we are fully booked; we make contact for confirmation of definite dates.

Cancellation Policy

Catshack relies on reservations being honoured by our guests, or adequate notice given of any changes. Accordingly, the following applies:

- 1.** Deposits are **non-refundable if less than 4 weeks' notice** of a change or cancellation is provided;
- 2.** The entire length of the booking is charged even if guests are delayed in arriving or are collected early.
- 3.** Catshack reserves the right to request non-refundable deposits in some circumstances.

Cattery Admission

- 1. Carriers:** For their own safety, all guests must arrive at Catshack in an appropriately secured carrier.
- 2. Health:** All cats arriving at Catshack must be in general good health and any known medical conditions disclosed. Owners warrant they have informed Catshack of any illness or injury suffered by their pet during its lifetime (including but not limited to FIV, renal disease, urinary issues, thyroid disease, cat flu). Transparency about past/current illness in no way indicates a refusal to board your pet (it just allows us to be prepared).
- 3. Opening Hours:** Our opening hours can be found on our website and at the bottom of any email correspondence. Arrival outside open hours may incur a fee.



- 3.1 A courtesy call:** Should you be delayed in arriving at Catshack for a drop off or collection, or wish to change from a morning to afternoon (and vice-versa) a courtesy call to us is very much appreciated. We staff the cattery according to the number of guests and expected clients.
- 4. Vaccination:** Current vaccination certificates must be presented to staff prior to or upon admission (can be emailed ahead of time). A certificate is deemed to be current if it has been administered within the last 12 months with the next due date falling after the boarding period. The minimum vaccination for admittance to any cattery is F3 and this should be administered no less than 14 days prior to the boarding commencement date.
 - 5. Microchip details:** Catshack may request provision of microchip details for boarding purposes where applicable.
 - 6. Care Plan:** At Catshack, we take the responsibility of caring for your beloved cat/cats with great seriousness. Often furry friends in their senior years or those with complex medical conditions come to us for boarding. To ensure we can provide the best care for them, we ask you to take the time to complete a care plan with us upon arrival. We understand there may be difficult issues to discuss and consider but it is of paramount importance to us that we are able to honour your wishes should your pet become unwell during their stay.
 - 7. Emergency Contact:** It is a requirement of admission that a local emergency contact is provided. This emergency contact is for us if we are unable to contact you with regards to the collection of your cat or in the event of an emergency at Catshack.
 - 8. Medications:** Cats requiring medication administration must have all medications provided for the duration of their stay. These must be appropriately labelled by a vet and outline storage requirements; dosage amount, administration times and the method for administration.
 - 9. Fleas/Worms:** If fleas and/or worms are detected during the boarding period, appropriate treatment shall be provided at the owner's expense.
 - 10. Refusal of admission:** Catshack reserves the right to refuse admission of a boarder if there are genuine concerns regarding the health of the cat or failure to provide a current vaccination certificate.
 - 11. Personal items:** Owners are welcome to leave personal belongings with their cat. Catshack will record (and where feasible, label) any personal items brought into the cattery but cannot be held responsible for any loss or damage of items such as toys, bedding, etc.
 - 12. Collars:** Collars will be removed as soon as practicable – please feel free to remove collars prior to boarding.
 - 13. De-sexing:** Please note we are unable to accept entire (un-desexed) males over 6 months of age.
 - 14. Provision of food:** Catshack provides a discount for owners who provide their own food. Please ensure there is adequate food provided for the duration of the stay with extra in case of an unforeseen delay in collection.

Boarding

- 1. Multiple cat households:** Where a client wishes to board two (2) or more cats together, the client agrees they will be housed in a single-family sized room, unless otherwise stated as agreed upon by



the client and Catshack. Cats from different households will **NOT** be boarded together under any circumstances as per the Code of Practice for Boarding Establishments.

2. **Vet Treatment:** Owners provide authority for Catshack staff to arrange for veterinary attention if this is deemed necessary during the boarding period. The vet of choice is the owner's usual vet, however, in the event it is not feasible/possible to attend the regular vet, Catshack will engage one of our local, reliable vet clinics. All veterinary costs incurred will be paid by Catshack and invoiced to the client along with the outstanding amount for boarding.
3. **Staffing:** Owners understand that although Catshack is a home-based business with someone on the premise most of the time, the cattery is not staffed 24 hours a day.
4. **Coats:** Catshack is not responsible for the coat of each cat – whilst every effort is made to routinely brush our guests; we are unable to accept responsibility for matting/knotting or hair pulling.
5. **Social Media/Updates:** It is our pleasure to capture the stay of our guests and provide updates to clients. In general, photos are provided via social media or email twice a week. Capturing photos and sending updates is a time-consuming process; please be aware that there may at times be delays as attending to the needs of our guests must be our primary concern.
6. **Duty of Care:** Under no circumstance will Catshack be held responsible for flea/ticks, cat flu, injury, sickness or death throughout the boarding period. While we do our utmost to ensure a safe, stress free and welcoming 'home away from home' for your feline friends, owners understand and accept that boarding is entirely at their risk.
7. In the unfortunate event of an unexpected death, we will attempt to make contact with you immediately and will otherwise advise the emergency contact

Departure/Payment

1. **Handover:** Catshack will provide a transparent handover of the general well-being of your cat including their intake/output and any anomalies.
2. **Payment:** We accept cash, credit card & EFTPOS. We do not accept cheques and do not run accounts. All charges must be paid in full before the cat(s) leave Catshack.
3. **Collection:** Our guests will only be handed over to their owner unless prior arrangements have been made.
4. The owner acknowledges that agreeing to boarding shall create a lien over the animal in favour of Catshack.

While we take every measure to provide a safe and happy holiday for your pet, Catshack is not held responsible in any way for any accident or sickness which may occur through unforeseen circumstance. By boarding your cat at Catshack, you agree to the above Terms and Conditions and certify as to the accuracy of the information given about your cat.