
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duration is shortened (after a quote where our long-stay rate is provided), clients understand that any discounts are rescinded, and usual nightly tariffs will apply.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. Except for 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.
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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.
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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.

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.
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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. **Cats on Medications:** You acknowledge that Catshack is primarily a cat boarding facility and is not a specialised cat medical care facility. You understand that while Catshack will make every reasonable effort to provide care and administer medications as per owners' instructions, Catshack are not veterinary professionals.
 - a. You give your consent for Catshack to administer medication to your cat, as required and as detailed to the staff. You understand that this is done under owners direction and Catshack is not responsible for the outcomes of such medical care.
 - b. If your cat requires veterinary attention during their stay, You authorise Catshack to seek veterinary care from a qualified veterinarian. You acknowledge that there may be situations where it is not possible to contact me immediately, and in such cases, I authorise the provision of veterinary care as deemed necessary by the attending veterinarian.
 - c. You are responsible for all costs associated with such veterinary care, including transportation, treatment, medication, and any follow-up care required. I understand that these costs will be in addition to the boarding fees and must be settled in full upon my cat's discharge from the facility.
 - d. Catshack reserves the right to turn away a booking based on medical care requirements if deemed necessary. At any point before of during stay. The emergency contact or yourself may be asked to collect the guest.
 8. In the unfortunate event of an unexpected death, we will make every attempt to contact you immediately and will otherwise advise the emergency contact.
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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. **Liability for Costs:** The owner acknowledges that they are liable for all costs incurred during the boarding period. This includes, but is not limited to, boarding fees, veterinary expenses, and any additional services requested.
5. **Collection of Costs:** In the event of non-payment, Catshack reserves the right to pursue collection of the outstanding amount through appropriate legal means. This may include, but is not limited to, engaging a collection agency or taking legal action.
6. **Lien Over Animal:** The owner acknowledges that agreeing to boarding shall create a lien over the animal in favour of Catshack. This means that Catshack has the right to retain the animal until all outstanding costs are paid in full.
7. **Failure to Collect:** In the event you fail to collect your cat at the agreed departure time and date, Catshack will make every attempt to contact you and/or your emergency contact. If no contact is made, Catshack may contact the local council to collect the abandoned cat.
8. **Contact Information:** You are responsible for providing up-to-date information for contact. This includes your phone number, email address, and emergency contact details.

While we strive to ensure a safe and enjoyable stay for your pet, Catshack cannot be held liable for any accidents or illnesses that may arise due to unforeseen circumstances. By boarding your cat at Catshack, you agree to these Terms and Conditions and confirm the accuracy of the information provided about your cat.