

Date: \_\_\_\_\_ Name \_\_\_\_\_ Customer ID \_\_\_\_\_

## VACATION CAT RESORT BOARDING CONDITIONS

(Valid for stays until 31/12/2026)

1. Proof of full current F3 vaccination or titre test required
2. Current Flea, tick and worming prevention required (signs of parasites will be treated at owners expense)
3. Open via appointment only (as per booking confirmation). No customers are accepted onsite outside of booked appointment time. Late customers will not be accepted, missed appointments will need to be re-booked pending availability and will only occur within appointment hours of 8-10am mon-Sat(peak and off peak) or 4-430pm mon-fri (off peak only)- closed public holidays and Sundays.
4. Full Payment is required a minimum of 24hours in advance for ALL bookings or 45 days in advance for Christmas/New years bookings. Booking will be cancelled or refused if this payment is not completed. (see cancellation policy).
5. Bookings over peak periods require a non-refundable \$150 booking fee and signed boarding conditions are required within 24hrs in order for bookings to be accepted (booking fee subtracted from the total invoice, NOT an additional charge) (see cancellation policy)
6. Charged per night with afternoon checkout (available off peak only) incurring another nights charge.
7. There is 10 night minimum charge over Christmas and New year periods
8. Cats must be in good physical health without Coughing/sneezing/weeping eyes/ vomiting/diarrhoea/ parasitic infestations or infectious diseases within 7 days preceding boarding. Any cat found with any of the above symptoms will be immediately quarantined and an additional cleaning charge applied. Cats with seasonal allergies need a letter from the vet stating the cat is non infectious.
9. Should it be required Veterinary care will be arranged at any available vet at the owner's expense
10. Medication (including supplements) MUST be approved in advance via email, medication form must be completed and medication must be supplied by you. All medications including supplements incur an additional \$5/dose charge. Medications presented at check-in with no written approval will not be administered and cat will be refused entry.
11. Non-desexed cats over the age of 6 months are not permitted
12. Owners must declare marking cats, cats prone to missing litter trays, aggressive cats, vocal cats or highly anxious cats so appropriate room alterations/allocations can be made. Guests found to be exhibiting the above without notice will be reallocated as required in the best interest of our facility/guests and may incur an additional cleaning fee.
13. Cats must arrive in a secure/escape proof box which then remains (soft carry boxes not recommended)
14. Bookings involving transport companies for arrival or collection must be approved and details from the company with arrival/departure time/booking emailed.
15. Vacation cat resort holds the right to refuse any customer or cat.
16. Failure to abide by these boarding conditions or giving false or misleading information at booking will result in immediate cancellation of the booking with no refunds or credits given.

## CANCELLATION POLICY (we encourage getting travel insurance that covers pet boarding- as this is non negotiable)

1. No refunds or credits will be given for returning earlier than booked return date
2. Cancelled or missed bookings within 24 hours of booked arrival date for any booking will forfeit full payment
3. Shortened/cancelled or part cancelled bookings for PEAK periods at any time forfeit 100% booking fee
4. Shortened/cancelled or part cancelled Christmas and new year bookings within 45days of booked arrival date will forfeit full payment
5. All standard conditions apply

I agree to the above conditions for all boarding commencing between now and the 31/12/2026

Signed \_\_\_\_\_