

By booking your cat into Belt Road Cattery you are agreeing to the Terms and Conditions (and any changes / updates which may be done from time to time)

OPENING HOURS (for drop off or pick up)

Monday to Friday	8am to 9am	4.30pm to 5.30pm
Saturday	8am to 9am	<u>Closed Saturday afternoon</u>
Sunday	<u>Closed Sunday morning</u>	4.30pm to 5.30pm

Opening hours may be extended during busy times

Closed for drop off/collection of cats on:

- Christmas Eve day, Christmas Day, New Year's Day and day after New Years Day.
- Good Friday through to and including Easter Monday morning (reopen afternoon of Easter Monday),
- Long weekends (where Monday is the holiday) closed Saturday, Sunday and the Monday morning (reopen in the afternoon)
- Occasionally there may be other days that we are closed for drop off/collection especially around public holidays.

We thank you for respecting our privacy and keeping to our opening hours.

VACCINATIONS AND NEUTER / SPAY

Cats must be fully vaccinated. If they are 6 months of age or older they must be neutered or spayed.

Vaccinations must cover Feline Panleukopenia Virus (Enteritis), Feline Rhinotracheitis Virus (Herpes), and Feline Calicivirus (commonly referred to as Snuffles or Cat Flu).

You need to bring your cat's vaccination book when you bring your cat to the cattery.

Protocol for cat vaccinations:

- INITIAL COURSE (Kittens or previously unvaccinated cats) 2 or 3 doses.
14 days after their last dose they can be accepted into the cattery.
- ANNUAL BOOSTER: After the initial course a booster vaccination is required every 12 months.
If the annual booster is due around the time of your cats stay, we prefer it to be done no less than 7 days prior to coming into the cattery

WORM & FLEA TREATMENTS

Your cat needs to be treated for fleas at least 7 days prior to arrival at the cattery. Worming needs to be done 1-3 weeks prior to arrival at cattery. If we need to treat a cat for worms or fleas while in our care this will be done at your expense.

HEALTH

Please ensure you advise us in advance if your cat has a medical condition.

If your cat is showing signs of cat flu (eg sneezing, runny eyes), ringworm, or any other health or temperament problems and we feel it is compromising health/safety at Belt Road Cattery, we have the right to refuse entry.

If your cat should get sick during their stay your cat may need to be housed in the isolation room or at a vet clinic at an additional cost to you.

PRICES

Semi communal	\$16 per cat per day
Family Condos	1 cat \$20 per day (off peak), \$22 per day (peak), \$26 per day (Christmas/New Year & Easter)
	2 cats \$34 per day
	3 cats \$45 per day
Isolation	Additional charges should your cat require housing in the isolation room

Public Holiday Surcharge \$4 per cat per statutory holiday.

Charges are based on a daily basis, the day of arrival is the first day. The day of departure is charged as a full day unless collected by 9am and then it is charged as a half day. Should you decide to collect your cat earlier than arranged you will be charged for the days booked.

All Peak times eg Christmas, Easter, public & school holidays. A non-refundable deposit will be required to confirm a booking. All days booked will be charged for.

The deposit can be paid to Belt Road Cattery's bank account **15-3949-0452082-10**. Please give your cats name and your surname in the reference.

The remainder of all charges are to be paid at the time of drop off or collection by cash, Eftpos or credit card (a 3% surcharge applies to credit card & Paywave transactions). If you would like to pay by cheque or internet banking please discuss this with Belt Road Cattery prior to collecting your cat. Belt Road Cattery reserves the right not to release your cat until such fees are paid. The defaulting cat owner will also be responsible for all collection costs, including all legal fees and services associated with the recovery of the debt.

Please note Belt Road Cattery reserves the right to move your cat to another area if it feels the health, welfare or safety of your cat, other cats or staff may be compromised. If the cat needs to go to isolation or upgraded to a condo there may be additional costs.

Occasionally there may be an increase in charges to cover rising costs. If you are making a booking for 3 months or more in advance please be aware that you will be required to pay at the new rate.

VETERINARY TREATMENT

In the unlikely event that your cat becomes sick or is injured while in our care, we will take them to our veterinary clinic at our discretion. Any costs incurred are to be paid by you on or before collection of your cat. If you prefer us to use your own veterinary clinic, please let us know and make prior arrangements with your vet that any costs incurred will be charged directly to you.

In the unlikely event of a vet determining that it would be inhumane for your cat to be kept alive you agree for your cat to be humanely euthanized.

You agree to Belt Road Cattery obtaining or supplying information regarding the health, welfare and vaccination history of your cat from your veterinary clinic or our veterinary clinic.

MEDICATION

We are happy to administer veterinary prescribed medication to manageable cats. If your cat is unable to be safely medicated then it may be necessary for the cat to be cared for by a veterinary surgeon at the veterinary clinic. Any veterinary fees incurred in this situation will be charged to you prior to, or when collecting your cat.

Emergency Contact

We require at least one phone and/or mobile number for a friend or relative to act on your behalf in the event of any health issues, travel delays or unforeseen circumstances. This is particularly important if you are going overseas or likely to be uncontactable in case of an emergency. If your cat needs veterinary care while staying at the cattery and you are unable to be contacted then your emergency contact will be contacted for any decisions regarding your cat or otherwise you need to discuss care with your vet prior to travel.

Transporting Your Cat

Cats must arrive and depart the cattery in a secure and suitable pet carrier.

Belongings

All personal belongings left at our cattery should be clearly labelled and are left at your own risk.

Photos

You authorise Belt Road Cattery to use photos of your cat, taken during boarding for inclusion in Belt Road Cattery's website, Facebook or any other promotional activity we may enter into.

Unclaimed cats

In the rare event that a cat is unclaimed, we will keep the cat for 7 days after the booked departure date. We will make attempts to contact you or your nominated representative but if you or your nominated representative has made no communication and arrangements agreeable to Belt Road Cattery, we reserve the right to rehome or make alternative arrangements for your cat at our discretion

Elderly Cats

In the event that your cat should pass away you give permission that a post-mortem by a veterinarian is not deemed necessary.

Unnatural Death of a Cat

In the event of an unnatural death of your cat, you give permission that a post-mortem may be carried out by a veterinarian at the discretion of a veterinarian or Belt Road Cattery. While Belt Road Cattery undertakes the best possible care of your cat we accept no responsibility and will not be held liable for injury, sickness, loss or death, from any cause.