



## TERMS & CONDITIONS

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

### DAILY RATES

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 prices subject to change without notice and will apply to any bookings already made.

Semi Communal                      1 cat              \$18.50

### Family Condo

<i>Has own indoor/outdoor area</i>	1 cat	\$23.50 per day (off peak)
	1 cat	\$26 per day (peak excluding Xmas/New Year & Easter)
	1 cat	From \$30 per day (Xmas/New Year & Easter)
	2 cats	\$19.50 per cat
	3 cats	\$16 per cat

Isolation                      Additional charges should the isolation room be required.

Public Holiday Surcharge \$6 per cat per statutory day.

*\*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 additional costs may apply.*

### BOOKING DEPOSITS

#### Family Condos

As we have only 4 condos a booking deposit is required on all condo bookings.

- Off peak – Deposits are refundable up until 14 days prior to check in.
- Peak - Deposits are refundable up until 21 days prior to check in.
- Christmas/New Year (all of Christmas/New Year school holidays) & Easter a non-refundable deposit of 50% is required at time of booking. Should you decide to shorten your booking at a later stage you will still be required to pay for the days booked as condos are booked backed to back and any changes may make spaces unsuitable for other bookings.

#### Semi Communal

- Off peak deposits are refundable up until 24 hours prior to check in.
- Peak deposits (excl. Christmas/New Year/Easter) are refundable up until 7 days prior to check in. Christmas/New Year & Easter same as condo deposits (see above)

Belt Road Cattery will advise you of the deposit amount when you book. The deposit can be paid to Belt Road Cattery's bank account with your name in the reference. Our account number is **15-3949-0452082-10**

The remainder of all charges are to be **paid at the time of check in** by cash, Eftpos or credit card (surcharge applies). Internet banking needs to be received prior to check in by new clients. Any further charges incurred during their stay need to be paid at the time of check out.

Belt Road Cattery reserves the right not to release your cat until all monies owing are paid. Should outstanding charges not be paid the cat owner will also be responsible for all collection costs, including all legal fees and services associated with the recovery of the debt.

### HOURS

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

#### Closed for check in/check out of cats on:

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

#### After hours check in/check out

As we work 7 days a week we thank you for respecting our privacy and keeping to our opening hours however we realise there are occasions where an after hours check in/check out may be required. Arrangements need to be made prior to check in to ensure we are available at that time. A fee of \$25 applies.

## 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 need to 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 (or an email from the vet) 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 check in. If your cat's last vaccination was done more than 12 months ago there may be a stand down time of up to 14 days before check in, dependent upon how overdue it is.

## WORM & FLEA TREATMENTS

Your cat needs to be treated for fleas and worms 1-2 weeks prior to arrival at the cattery unless they are on a regular flea/worm treatment program which covers the duration of their stay. If they are not up to date then they need to be treated 1-2 weeks prior to arrival. 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. Written instructions for any medication must be provided.
- \*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.

## VETERINARY TREATMENT

In the unlikely event that your cat becomes sick or is injured while in our care, we will take them to a 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 euthanised.

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

## MEDICATION

We are happy to administer veterinary prescribed medication to manageable cats but on some instances there may be a small charge. 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 at your expense

## EMERGENCY CONTACT

We require at least one phone number for an alternate contact to act on your behalf in the event of any health issues, travel delays or unforeseen circumstances. If your cat needs veterinary care while staying at the cattery and we are unable to contact you then your alternate contact will be contacted for any decisions regarding your cat.

**TRANSPORTING YOUR CAT** Cats must be in a secure and suitable pet carrier lined with newspaper. Do not bring your cat in cardboard boxes.

**BELONGINGS** All items should be clearly labelled and are left at your own risk. Any items left behind need to be claimed within 2 weeks.

**PHOTOS** You authorise Belt Road Cattery to take and use photos of your cat for use in Belt Road Cattery's website, Facebook or any other promotional activity.

## 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. 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.

## 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 vet at the discretion of a vet 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.

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