

## **CAT ROYALE TERMS AND CONDITIONS**

### **Vaccinations**

Cats shall only be allowed to stay at Cat Royale if they are fully up to date with their annual vaccinations. You must bring a vaccination certificate with you on arrival. Please do not be offended if we turn your cat away if you do not have an up to date vaccination certificate or are unable to produce a certificate on arrival.

### **Food**

It is recommended that clients provide their cats food for the duration of their stay. This is to ensure your cats regular diet is maintained. Should you require Cat Royale to supply the food, there will be an additional charge of \$2/meal.

### **Payment**

Boarding fees are charged from the day your cat arrives and include the day of departure. Full payment is required before your cat is collected. This can be either by internet banking or cash. Please note that Eftpos and credit card facilities are not available. Any outstanding accounts will be sent to a debt collection agency and fees incurred during this process will be passed onto the client. Any veterinary bills, additional food or flea or worm treatment which needs to be carried out during your cats stay is to be paid in full before collection of your cat. Cat Royale reserves the right to charge for the full period booked, if cats are collected prior to the arranged date, unless prior arrangement is made.

### **Flea and worm treatment**

All cats staying at Cat Royale must be up to date with their flea and worm treatment. If a cat is found to have fleas or worms during their stay, the cat will be treated accordingly and the client will be charged.

### **Christmas and Easter bookings**

Any bookings made for either the Easter period or the Christmas period (20 December – 5 January) will require a 20% deposit. If the booking is cancelled 14 days or less from your start date, the deposit will be non refundable. If the booking is cancelled 15 days or more from your start date, the deposit will be fully refunded. Bookings for over the Christmas period (20 December – 5 January) must be for a minimum of 5 nights. Please note we are closed for check-in and check-outs on Easter Sunday and Christmas Day.

### **Abandoned Cats**

We reserve the right to rehome any cat that has not been collected after 14 days of the date on which they are due to depart and where the owner or any emergency contacts cannot be reached.

### **Picking up your Cat**

Cats will not be released to anyone other than the owners or named emergency contact(s) on the booking form unless prior notification is given via email or text.

### **Liability**

All cats boarded are at the cat owners sole risk. While all precautions are taken to ensure the wellbeing and safety of the cats in our care, Cat Royale is not responsible for escaped cats, accidental injury, sickness or death during boarding. Cats are admitted to Cat Royale at the owners sole discretion. In the case of death, Cat Royale reserves the right to take the deceased animal to your vet clinic.

### **Medical conditions**

Any underlying and current medical conditions are to be disclosed on arrival. It is the discretion of Cat Royale whether we accept boarding based on the type of condition. I reserve the right to refuse any cat that, in my opinion appears to be suffering from any infectious or contagious disease.

### **Social Media**

There may be occasions where photos of cats staying at Cat Royale are posted on social media. If you do not wish your cat to be in these photos, please advise me.