

Date: _____ Name _____ Customer ID number _____

VACATION CAT RESORT BOARDING CONDITIONS

(Valid for stays until 31/12/2025)

1. Proof of full current F3 vaccination 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 their booked appointment time. Closed all Sundays and Public holidays. Appointments available 8-10am Mon-Sat (peak and off peak) and 4-430 mon-fri (off peak only). Late customers will not be accepted, missed appointments will need to be re-booked pending availability. *We work 365 days a year (even closed days), we understand traffic can impact times however please treat it as any other appointment/business with hours as we also have commitments and family*
4. A non-refundable \$150 booking fee (or full payment if booked period is less) is required within 24hrs in order for any booking to be accepted (subtracted from the total invoice, NOT an additional charge) Please check your travel insurance covers pet boarding if there is any risk of cancellation as this is not refundable (see cancellation policy). *We recommend leaving booking until you are certain you are going- off peak we usually have some last minute availability. This condition has been implemented as we are getting some bookings as a back-up option and it makes it difficult to budget/staff/plan and order supplies .*
5. Full Payment is required a minimum of 45 days in advance for Christmas/New years (a reminder email will be sent 7 days in advance), or at check-in for all other bookings. Payments made online must be cleared at check in or require another payment (payments will not clear over the weekend and take a minimum of 24hrs to clear). Booking will be cancelled or refused if this payment is not completed. *Please check your travel insurance covers pet boarding if there is any risk of cancellation as this is not refundable (see cancellation policy).*
6. Boarding is charged per night with afternoon checkout (available off peak only) incurring an additional nights charge.
7. There is 14 night minimum charge over Christmas/New year
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.
9. Should it be required Veterinary care will be arranged at any available vet at the owner's expense
10. Medication (including supplements) may be administered however 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. Cats must arrive in a secure/escape proof carry box which then remains onsite.
13. Vacation cat resort holds the right to refuse any customer or cat.
14. Failure to abide by these boarding conditions 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. Shortened/cancelled or part cancelled bookings within 14 days off peak forfeit 100% booking fee, prior to this it will be offered as 6month off peak credit only, no refunds will be given.
3. Shortened/cancelled or part cancelled bookings for peak periods at any time forfeit 100% booking fee
4. Shortened/cancelled or part cancelled Christmas/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 31/12/2025

Signed _____