

Cattery Policy, Terms and Conditions

Pet Doctors Tristram St (updated November 2023)

We are committed to providing your cat with the highest quality of care while they are staying with us. We understand that leaving your pet can be difficult, so we want to make the experience as stress free as possible for both you and your cat. Please take time to read through this article prior to your cats stay with us.

Units

Cats are housed in individual spacious units with a window and multiple ledges. The underfloor heating is turned on during winter. Ample bedding is provided. Rooms are fully cleaned (including bedding) twice a day.

Booking

When you book in your cat, we will need to collect some basic information, such as your cat's name, age, breed, and any medical conditions they may have. We will also need to see a copy of your cat's vaccination records. Please note we are a cattery, not a hospital.

Vaccinations

All cats must be up to date with their vaccinations prior to entering the cattery. Vaccinations are required every 12 months. Proof of this will be required in the form of a signed vaccination certificate or a completed vaccination booklet.

Medication

If your cat is on any medication, please inform our cattery team at the time of booking. There is a fee for administration of medication capped at \$5 per day per pet. We will also monitor your cat's health closely and notify you if we see any concerns. Please supply enough medication for the duration of your cat's stay.

Food

- We feed Royal Canin dry and wet food at our Pet Hotel.
- If your pet is on a special diet, please provide enough for their stay with us

Pickup and drop off times

Monday to Friday	9.00-10.00am and 4.00-5.00pm
Saturday	9.00-10.00am and 2.00-3.00pm
Sunday	CLOSED - Pickup and drop off by prior arrangement only
Public holidays	No pickups or drop offs

Refusal of entry

- Cats staying at our pet hotel must be in good health.
- We reserve the right to refuse admittance to any cat deemed to be unwell or have an infectious disease (ie cat flu or ringworm).
- We do not accept kittens younger than 16 weeks of age
- We do not accept entire male cats older than 7 months of age

Authorisation for Veterinary Treatment

- If your pet becomes unwell during their stay with us, you authorize us to seek veterinary intervention.
- We will attempt to contact you to advise of our concerns
- If we cannot contact you, your pet will be examined and treated as required by a veterinarian at your expense
- In the rare event that your cat was to pass away during their stay with us, we will contact you immediately. If you are not contactable, we will keep at the clinic until such time.

Booking fee and cancellations

Daily fee

Cattery fees are charged at a daily rate. For example, a cat arriving on a Monday and leaving on a Friday will be charged for 5 days. Medication charge (see above) will be added if applicable.

Peak Periods – Easter (28 March – 2 April 2024) and Christmas period (20 December 2024 to 7 February 2025)

- Full payment for Easter break is required by **Friday the 1st of March 2024**
- Full payment for the Christmas period is required by **Thursday 31st of October 2024**
- If you cancel your booking 14 days or more in advance, you may be charged a cancellation fee of 50% of your booking
- If you cancel your booking less than 14 days in advance, you may be charged a cancellation fee equal to 100% of your booking
- No show will incur a cancellation fee equal to 100% of your booking

Peak Periods – School holidays and long weekends

- We require full payment upfront at the time of booking.
- If you cancel your booking 14 days or more in advance, no cancellation fee will apply
- If you cancel your cat's booking less than 14 days in advance, you may be charged a cancellation fee of 50% of your booking
- No show will incur a cancellation fee equal to 100% of your booking

Off peak bookings

- Full payment is required at the time of admission to the cattery

Cancellations made 48 hours or more in advance of booking

No cancellation fee will be added (excluding peak times)

Cancellations made less than 48 hours in advance of booking

A cancellation fee of \$50 may be charged (excluding peak times)

No-shows

If you do not show up for your booking with no prior communication, you will be charged a no-show fee of \$50 or 50% of your booking (whichever is greater)

Genuine Pre-Estimate of Loss

By booking a holiday with us, you agree:

- To this policy, including the cancellation fees
- That the cancellation fees are a genuine pre-estimate of our loss. When a client cancels a booking, we lose the opportunity to accommodate another client.

Refunds

If you cancel your cat's booking and are eligible for a refund of monies paid, we will process the refund within [10 business days].

Reasonable Excuses

In the event of a medical emergency or other extenuating circumstances, we may waive the cancellation fee.

Cancellation and Reschedule

All references to cancellation of bookings in this policy are also a reference to rescheduling of bookings.

Contact Us

If you have any questions about our terms and conditions, please do not hesitate to contact the cattery team on 07 8382200 or email tristram.cattery@nzpetdoctors.co.nz

We look forward to looking after your cat during their stay with us