

Cat Hotel

Terms and Conditions



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 document prior to your cats stay with us, as it contains important information about the terms and conditions of your booking.

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.

Information to complete 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.

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 serve 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 & Public Holidays: CLOSED - No arrivals or departures

Conditions of admission - health policy

- 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, to not be stable with their existing medical condition(s) 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 authorise us to seek veterinary intervention.
- We will attempt to contact you to advise of our concerns. If you expect to be unavailable to contact during your time away, we require a nominated authorised person who is contactable during this time.
- If we cannot contact you or your authorised agent, your pet will be examined and treated as required by one of the Pet Doctors Tristram Street Veterinarians onsite. As we do not have staff in the building over the evening it may require for your cat to be transported to an overnight emergency veterinary clinic if they are not stable to be unsupervised. Extra veterinary care is at the client's cost.
- In the rare event that your cat was to pass away during their stay with us, we will contact you immediately. If you or your authorised agent are not contactable, we will keep them at the clinic until such time as you are contactable.

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 – Christmas period (20 December to 7 February)

- If booking in for the Christmas period, we now require a 50% non-refundable deposit to confirm these bookings. This payment is due within 10 days of the initial booking/invoice.
- The remaining cost will be invoiced in November, and payment is required by the 1st of December.
- No show will incur a cancellation fee equal to 100% of your booking.

Peak Periods – Easter, school holidays and long weekends

- Full payment is required at the time of admission to the cattery.
- 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.
- If you cancel your booking more than 48 hours before the booking no cancellation fee will apply. Cancellation less than 48 hours in advance of the booking will have a cancellation fee of \$50 applied.
- No show 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.

Cancellation in extenuating circumstances

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

Cancellation and Rescheduling

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.