



# Sentry Hill Cattery

## OUR TERMS AND CONDITIONS

### RATES (as per website)

- Rates are per day; full days are charged regardless of check-in/check-out times.
- Minimum charge between 20th December to 7th January is 5 days.
- Rest of year, minimum charge is 2 days.
- All days booked may be charged for regardless of actual arrival/departure dates.

### EXTRA CHARGES (as per website)

These apply to:

- Public Holidays
- Out of Hours check-in/check-out
- Flea/worm treatments provided
- Travel to vet clinic
- Veterinary fees will be added to your boarding bill or put on your vet clinic account.

### PAYMENT

- Payment in full is due at check-in and any extra charges must be paid by check-out.
- We accept payment by EFTPOS, cash and bank deposit.

### HOURS

- Check-in and check-out will be in the appointment times booked.
- Any changes must be advised prior to arrival and agreed by SHC.
- Out of Hours check-in and check-out is by arrangement only and at current rate.

### CHRISTMAS/NEW YEAR

For all bookings between 20th December and 7th January:

- Deposits are required to confirm bookings and are non-refundable after 1<sup>st</sup> December.
- All days booked will be charged for regardless of late arrival/early departure.
- Minimum charge is 5 days.
- Payment is due at check-in.

### VACCINATIONS

- Vaccinations must be full (Tricat Trio or Felocell 3) and current (1-3 yearly as per your veterinary surgeon's recommendation) **unless** Isolation Unit has been booked.
- Proof of vaccination must be provided by check-in.
- If vaccination is not full and current and a booster is required, this must be done 2 weeks before boarding, otherwise Isolation unit must be booked.
- Boarding of unvaccinated cats is at owner's risk.
- Unvaccinated cats must be in good health when presented for boarding.

### NEUTER/SPAY

- All cats over 6 months old must be neutered or spayed for boarding (males and females).

### PARASITES

- Treatment for fleas and worms must be current.
- If evidence of parasites is found We will treat your cat at your expense.

## **TRANSPORTATION**

- You are responsible for providing secure transport (carry cage or harness and lead) between boarding unit and vehicle.
- Any loss or injury resulting from this advice not being followed is entirely your responsibility.

## **MEDICAL HISTORY/CURRENT ISSUES**

- Medical conditions and any health issues must be declared at time of booking.
- Medications must be provided with original written instructions.
- Let us know if your cat is difficult to medicate.

## **BOARDING UNITS**

We may move your cat from the unit you booked if needed for the health/welfare of your cat or any other cat in our care.

## **REFUSAL OF ADMISSION**

We reserve the right to refuse admission

- to any cat unsuitable for boarding (due to illness or injury)
- to any cat not suitably vaccinated for the unit type booked
- to any cat over 6 months that is not desexed
- if payment is not made at check-in

## **VETERINARY CARE**

We will

- make every effort to contact you (or your emergency contact) if we are concerned about your cat's health or wellbeing
- seek immediate veterinary care if necessary (this may not necessarily be at your usual vet clinic)
- share relevant information about your cat with the vet clinic consulted
- follow all recommendations, prescribed treatments and medications unless you leave written instructions limiting the cost of treatment (and doing so does not prolong any suffering as determined by the treating veterinary surgeon).

## **DEATH IN BOARD**

- If a veterinary surgeon determines that euthanasia is the most humane course of action for your cat, we will agree to this on your behalf if we are unable to contact you or your emergency contact.
- In the event of a natural death we will make every attempt to advise you immediately and preserve the body for you to collect unless you advise otherwise.
- In the event of an unnatural death we will make every effort to contact you immediately and ensure a post-mortem is completed. You can opt out of a post-mortem being performed by advising us.

## **ABANDONMENT**

- Any cat left in our care 7 days after booked check-out date without contact from owner/nominated representative shall be considered abandoned.
- We will make efforts to contact you/ nominated representative. If no contact/arrangements agreeable to Sentry Hill Cattery are made, we reserve the right to rehome or make suitable alternative arrangements for the cat at our discretion.
- All outstanding charges will be pursued.

## **UPDATES/PERSONAL INFORMATION**

- We will provide updates of your cat's stay as and when we can.
- No personal information will be passed on to any other party, except in case of veterinary care or emergency situations.

## **IMAGES**

- Photos and/or videos we take of your cat may be used for sending you updates, our advertising, social media pages or website. You can opt out of all photography by advising us.