

# The Cat Motel General Terms and Conditions

## Pricing

1. The Cat Motel charges per calendar day or part thereof.
2. The Cat Motel requires a 50% deposit for all stays 14 days or over.
3. The Cat Motel requires 48 hours' notice for early collection.
  - a. In the event of early collection, the owner will incur fees equivalent to 48 hours from notification/collection, or through until the end of their booking – whichever is less.
4. Full payment is required before animals are released from The Cat Motel. This includes costs incurred for any veterinary treatment required.
5. All fees are subject to change without notice.

## General

6. Whilst animals boarding at The Cat Motel receive every care and attention, they are boarded entirely at the risk of the owner.
7. Whilst the utmost care is taken, The Cat Motel or its employees will not be held responsible for illness, injury, death, loss or damage of any kind that may occur to your pet or items accompanying your pet, while boarding at The Cat Motel.
8. The Cat Motel reserves the right to adjust/change the pet's services to ensure the safety and welfare of all pets staying at The Cat Motel, and charge accordingly. Wherever possible we will consult the customer regarding any change.

## Vaccinations

9. Animal vaccinations must be up-to-date, and evidence provided upon admission in the form of a vaccination certificate.
10. For the admission of cats under the age of 12 months, evidence of an initial shot and subsequent 2 boosters must be presented.

*NB. Failure to provide documentation outlined may result in the animal being turned away.*

## General Medical

11. Should any animal fall ill whilst being boarded, management reserve the right to call a veterinarian and act upon their advice. All associated costs, including transport and administration (either in the form of reimbursement to The Cat Motel, or directly to the consulting clinic) will be the responsibility of the owner.
12. The Cat Motel reserves the right to refuse admission to the boarding facility, of any animal appearing to be unwell or thought to be suffering from any illness or infectious disease.
13. The Cat Motel reserves the right to treat any animal for fleas and/or ticks if identified during daily inspections. Any treatment provided will incur additional cost.

## The Cat Motel Medical Authority and General Terms and Conditions Acknowledgement

### Veterinary Treatment

On very rare occasions, pets may suffer from conditions that require extensive veterinary care and treatment. As a result, these treatments can incur significant cost, particularly if overnight or monitored care is required.

The Cat Motel will make every effort to contact you in the case of an emergent condition, however in the event you are not contactable, The Cat Motel maintains full authority to act on your behalf.

Please note: It is important that you provide your emergency contact(s) with detailed instructions regarding treatment for your pet – including but not limited to spending limits, grounds for euthanasia, etc.

### Medication

The Cat Motel can only accept medication that is directly labelled by the prescribing veterinary clinic. Medications that do not have a clear, unaltered label displayed on the packaging may not be accepted or administered. This does not include non-prescribed, natural, homeopathic or alternative treatments.

### Health Profile

Has your cat ever suffered from or been diagnosed with (tick those that apply and provide detail):

- |                                   |     |       |
|-----------------------------------|-----|-------|
| Allergies                         | [ ] | ..... |
| Diabetes                          | [ ] | ..... |
| Excessive hunger or thirst        | [ ] | ..... |
| Feline influenza (Cat 'Flu')      | [ ] | ..... |
| FIV                               | [ ] | ..... |
| Heart murmur                      | [ ] | ..... |
| Hyperthyroidism                   | [ ] | ..... |
| Inappetance                       | [ ] | ..... |
| Kidney disease                    | [ ] | ..... |
| Seizure or stroke                 | [ ] | ..... |
| Urinary tract infections or FLUTD | [ ] | ..... |

Date of last flea/worm treatment: ..... Brand used: .....

### Customer Travel

I am travelling overseas [ Y / N ]

I am contactable via: Phone [ ] SMS [ ] email [ ] Whatsapp [ ]

*I acknowledge and accept the aforementioned and give The Cat Motel authority to obtain veterinary assistance should it be necessary whilst my pet is in their care. I understand that all expenses incurred will be invoiced to and payable by the owner as legally required in Part 5 Domestic (Feral & Nuisance) Animals Act, including reimbursement to the boarding facility.*

*If applicable, I have spoken to staff about the specific risks posed to geriatric, insulin-dependent and hyperthyroid animals whilst in care.*

*I have read and understand 'The Cat Motel General Terms and Conditions'.*

Name: ..... Signature: ..... Date: .....