

Geelong Cat Retreat

ABN:97 022 986 267

Terms & Conditions under which cats are accepted for boarding

Welcome to the Geelong Cat Retreat. We are confident your cat/s will enjoy their stay with us however to ensure the health and safety of all, there are a few terms and conditions that must be met by you as the registered owner or owners representative and by your cat/s.

1. Age and breeding status – Your cat/s must be at least 13 weeks old and must be desexed;
2. Identification - Your cat/s must be microchipped or wearing a collar for identification purposes;
3. Vaccinations – A Vaccination certificate must be sighted upon arrival noting vaccinations are up to date and cover the entire planned stay. Previously unvaccinated cats must have all vaccinations completed at least 14 days prior to arrival;
4. Worming/flea treatments – All treatments must be up to date. If any fleas or worms are detected your cat/s will be treated and there will be a cost for the supply and application of this treatment;
5. Admission – The Geelong Cat Retreat has the right to refuse check-in of any cat at any time. Cats must be of general good health at time and older cats may require veterinary advice prior to check-in. The cat/s owner is responsible for the behavior of their cat/s while they are in the care of the Geelong Cat Retreat. Aggressive behavior towards people or other cats will not be tolerated and any cats displaying this behavior may be returned to the cat/s owner or owners representative;
6. Coat – Some grooming is provided as part of the daily health check. Under no circumstances will the Geelong Cat Retreat, its owner, employees or agents, be held responsible for any matting/knotting occurring during your cats stay;
7. Care and attention – Boarding is entirely at the cat/s owners risk. Under no circumstances will the Geelong Cat Retreat, its owner, employees or agents be held responsible for any injury, sickness, death, loss or damage of any kind whatsoever that may occur to any cat staying at or being transported by the Geelong Cat Retreat, its owner, employees or agents;
8. Food – A selection of quality wet and dry foods are supplied. For special dietary requirements we recommend you supply the food preferably packaged in daily portions clearly labeled with your cats name and instructions;
9. Bedding and toys – Quality bedding is provided and a selection of toys are available for use however we welcome a blanket or other small item with familiar smells. Please clearly label any items provided with your cats name/s. Under no circumstances will the Geelong Cat Retreat, its owner, employees or agents, be held responsible for any items lost, destroyed or left behind at the end of your cats stay;
10. Media and Advertising – Cat/s may be photographed for social media and advertising purposes during its stay.
11. Check-in and check-out – The Geelong Cat Retreats current operating hours are Monday to Friday 9-11am & 5-6pm, Saturday to Sunday 9-10am & 5-6pm and closed on public holidays. Cats must be checked-in/checked-out within these operating hours. Additional fees may apply for any out of hour's service.

Vet Treatment

1. If it's not an emergency, we will attempt to contact you on the contact numbers that you have provided. Should we be unable to contact you, we will telephone your nominated Vet and to discuss care options however if your Vet isn't contactable or not within ½ hours drive of the Geelong Cat Retreat, your cat will be taken to the vet of our choice;
2. In case of an emergency, we will, if time permits and it is the best interest of your cat, take them to your nominated vet however if time is critical and we deem it in the best interest of your cat, they will be taken to the nearest Vet clinic;
3. Any Vet costs incurred by the Geelong Cat Retreat in the treatment of your cat/s must be reimbursed by the cat's owner at time of check-out.

Medications

All medications must be in original packaging accompanied by your Vets instructional label. The Geelong Cat Retreat does not charge for this service but has the right to refuse to administer medication if your cat becomes aggressive or un-cooperative.

Payment and Charges

1. The boarding rate is charged per night;
2. Cats are welcome for a day stay at the usual per night rate;
3. All bookings over 14 days require a deposit at time of check-in;
4. Payment in full must be made no later than the day of check-out including any additional charges incurred;
5. There are no refunds or credits for early peak period holiday returns;
6. All rates and charges are subject to change without notice.