

HOLLY LODGE CATTERY

TERMS AND CONDITIONS

ABN: 38916326115

BOOKINGS

- **Arrival & Departure Times:**
 - **Regular Hours:** 8:00–9:30 AM or 5:00–5:30 PM daily.
 - **Peak Times:** Hours differ slightly - refer to the "PEAK TIMES" section.
 - A fee may apply for arrivals outside these hours.
- **Check-Out Policy:**
 - **Before 9:30 AM:** No fee for the day of departure.
 - **After 9:30 AM:** Book an additional night for collection between 5:00–5:30 PM.
- **Booking Details:**
 - Fees are based on the number of nights booked, regardless of early pick-up.
 - A **2-night minimum charge** applies to all bookings.
 - Discounts will be applied to bookings for pensioners (proof required), long stays (over 21 nights) and cats sharing an enclosure.
 - Only one discount per booking.
 - Prices are subject to change.

PEAK TIMES

- **Periods:**

Victorian school holidays, including Christmas and Easter.

 - 2025: April 5–21, July 5–20, Sept 20–Oct 5, Dec 20–Jan 27, 2026.
- **Arrival & Departure Times:**
 - **Arrivals:** 9:15–10:00 AM or 5:00–5:30 PM.
 - **Departures:** 8:00–9:00 AM or 4:30–5:00 PM.
- **Policies:**
 - **4-night minimum charge** during peak times.
 - **\$100 deposit** required for Dec 20–Jan 27 bookings:
 - Refundable if cancelled more than 28 days before check-in.
 - Full payment due 28 days before arrival (non-refundable).

- **Amendments:**

- Changes made within 4 weeks of check-in won't reduce the booking price.

CANCELLATION POLICY

- **Peak Times:** Payments are non-refundable if canceled less than 4 weeks in advance.
- **General:** Guests pay for all nights booked, even for early departure or delayed arrival.
- Non-refundable deposits may be requested for specific bookings.

CATTERY ADMISSION

1. **Carriers:** All cats must arrive in secure carriers.
2. **Health:** Disclose any medical conditions (e.g., FIV, cat flu).
3. **Vaccinations:** A current F3 vaccination certificate (administered within the last 12 months) must be provided. If your cat is overdue, they must be vaccinated at least 21 days before check-in.
4. **Worming:** Cats must be wormed before admission; on-site worming is available at the owner's expense.
5. **Care Plan:** All guests require a care plan in case of emergency. This will be completed upon arrival.
6. **Emergency Contact:** Provide a local contact in case of emergencies.
7. **Medications:** Medications must be labeled with instructions.
8. **Fleas:** Any fleas detected will be treated at the owner's expense.
9. **Refusal of Admission:** Cats may be refused entry for health concerns or lack of vaccination proof.
10. **Personal Items:** Items like toys or bedding are welcome but left at your own risk. Please remove collars prior to boarding.
11. **De-sexing:** Un-neutered males over 6 months old cannot be boarded.
12. **Food:** Veterinary prescription food must be supplied by the owner.
13. **Payment:**
 - Direct deposit (due 3 days before pick-up) or cash on departure.
 - No EFTPOS, credit cards, or cheques.

BOARDING

1. **Veterinary Care:**

- Holly Lodge will arrange vet care if needed (fees apply).
- Vet charge: Est - \$50 per visit

2. **Staffing:** The cattery is not staffed 24/7.

3. **Grooming:** While brushing is done, matting or knotting is not the cattery's responsibility.

4. **Updates:** Photos and updates are provided when possible but may be delayed during busy times.

5. **Contact hours:** We can be contacted by phone or sms between 8:00am-5:30pm on weekdays. If outside of these hours please send us an email.

6. **Duty of Care:**

- Boarding is at the owner's risk.
- Holly Lodge is not responsible for unforeseen issues (e.g., fleas, sickness, injury, or death).
- Emergency protocols are in place for unexpected situations.

DEPARTURE

1. **Check-Out Times:**

- No charge for departures by 9:30 AM (or 9:00 AM during peak times).
- Afternoon pick-ups incur an additional day's fee.

2. **Payment:** Full payment is required before departure.

3. **Handover:** A summary of your cat's well-being will be provided.

4. **Collection:** Guests will only be released to their respective owners unless prior arrangements have been made.

PUBLIC HOLIDAYS

- The cattery is **closed for arrivals and departures** on public holidays.