

# HOLLY LODGE CATTERY TERMS AND CONDITIONS

ABN: 38916326115 Updated 01/12/2024

## BOOKINGS

1. **Dates:** Please be careful when selecting dates for boarding. Fees are payable for the number of nights booked, not the number of nights used. This is in line with the industry standard.
2. **Check out time:** Check out time is **strictly 9:30am**. No fee is charged for the day of departure.
3. **Rates:** A 2-night minimum charge applies for all bookings. This means that guests must book a minimum of two nights. **\*\*Peak periods:** A 4-night minimum charge applies for all bookings. This means that during these peak holiday periods, guests must book a minimum of three nights.
4. **Long stay:** A 10% discount will be applied to all bookings over 21 nights' duration. If you are going away for an extended period of time, please call us for a quote.
5. **Pensioner discount:** Pensioners will receive a 20% discount. To receive the pensioner rate, proof of pension must be provided.
6. **Deposits and payments during \*\*Peak times:** A \$100 deposit is required when you make your booking and the balance is due two weeks before your check-in date. Your booking may be cancelled if payment is not received.
7. **Changes to your \*\*Peak time booking:** It is very difficult to amend bookings during peak times as we are fully booked out and we have a waiting list. Please make sure your dates are correct as bookings that are shortened within 4 weeks of check-in will not result in a reduction in price.

**\*\*Peak times in 2025:** April 5-21, 5-20 July, September 20 - October 5 and December 20 – January 27, 2026.

## CANCELLATION POLICY

Holly Lodge Cattery relies on reservations being honoured by our guests, or adequate notice given of any changes. Accordingly, the following applies:

1. **Deposits and payments for \*\*Peak times, are non-refundable if less than 4 weeks' notice is provided. This is applicable for both cancellations and any changes you would like made to your booking.**
2. The owner agrees to pay for the total number of nights booked even if guests are delayed arriving or are collected early.
3. Holly Lodge reserves the right to request non-refundable deposits in some circumstances.

## OPENING HOURS FOR DROP OFF AND PICK UP

1. We are open for drop off and pick up between 8:00 - 9:30am or 5:00 - 5:30pm, Monday – Sunday except public holidays. Arrival outside open hours may incur a fee. Should you be delayed in arriving at Holly Lodge, a courtesy call to us is very much appreciated.
2. **All guests must be collected by no later than 9:30am on the day of departure. You may also collect your pets between 5:00 - 5:30 pm the day prior to departure.**

## PUBLIC HOLIDAYS

We are closed for drop off and pick up on all public holidays except Boxing Day.

## CATTERY ADMISSION

1. **Carriers:** For their safety, all guests must arrive at Holly Lodge in an appropriately secured carrier.
2. **Health:** All cats arriving at Holly Lodge must be in general good health and any known medical conditions disclosed. Owners warrant they have informed Holly Lodge of any illness or injury suffered by their pet during its lifetime (including but not limited to FIV, renal disease, urinary issues, thyroid disease and cat flu.) Transparency about past/current illness in no way indicates a refusal to board your pet, it just allows us to be prepared.
3. **Vaccination:** Current vaccination certificates must be presented to staff prior to or upon admission (can be emailed ahead of time). A certificate is deemed to be current if it has been administered within the last 12 months with the due date falling after the boarding period. The minimum vaccination for admittance to any cattery is F3 and this should be administered no less than 14 days prior to the boarding commencement date.
4. **Worms:** Cats must be treated for gastrointestinal worms before admission. Animals that have not been wormed must be wormed on admission at the owner's cost.
5. **Care Plan:** At Holly Lodge, we take the responsibility of caring for your beloved pets with great seriousness. Often furry friends in their senior years or those with complex medical conditions come to us for boarding. To ensure we can provide the best care for them, we ask you to take the time to complete a care plan with us upon arrival. We understand there may be difficult issues to discuss and consider but it is of paramount importance to us that we are able to honour your wishes should your pet become unwell during their stay.
6. **Emergency Contact:** It is a requirement of admission that a local emergency contact is provided. This emergency contact is for us if we are unable to contact you with regards to the collection of your cat or in the event of an emergency at Holly Lodge.
7. **Medications:** Cats requiring medication administration must have all medications provided for the duration of their stay. These must be appropriately labelled and outline storage requirements, dosage amount, administration times and the method for administration.
8. **Fleas:** If fleas are detected during the boarding period, appropriate treatment shall be provided at the owner's expense.
9. **Refusal of admission:** Holly Lodge reserves the right to refuse admission of a boarder if there are genuine concerns regarding the health of the cat or failure to provide a current vaccination certificate.
10. **Personal items:** Owners are welcome to leave personal belongings with their cat. Holly Lodge cannot be held responsible for any loss or damage of items such as toys, bedding etc.
11. **Collars:** Collars will be removed as soon as practicable - please feel free to remove collars prior to boarding.
12. **De-sexing:** Please note that we are unable to accept entire (un-desexed) males over 6 months of age.
13. **Food:** We cannot provide veterinary prescription foods, so in cases where cats require a specific veterinary brand of food, owners will have to supply their own food.

14. **Payment: We only accept cash and direct deposit.** We do not accept cheques, credit cards or eftpos and we do not run accounts. **Direct deposit payments are due 3 days before you collect your pet. This is to ensure the funds have been received by Holly Lodge. Cash will only be accepted on the day of departure.**

## **BOARDING**

1. **Vet Treatment:** Owners provide authority for Holly Lodge to arrange for veterinary attention if this is deemed necessary during the boarding period. The vet of choice is the owner's usual vet, however, if it is not feasible/possible to attend their regular vet, Holly Lodge will engage one of our local, reliable vet clinics. All veterinary costs incurred will be paid by Holly Lodge and invoiced to the client as well as a vet transport charge.
2. **Vet Transport charge:** \$50 per cat.
3. **Staffing:** Owners understand that although Holly Lodge is a home-based business with someone on the premises most of the time, the cattery is not staffed 24 hours a day.
4. **Coats:** Holly Lodge is not responsible for the coat of each cat - whilst every effort is made to routinely brush our guests, we are unable to accept responsibility for matting or knotting.
5. **Updates:** We endeavor to update our clients about how their fur babies have settled in with Holly Lodge. Please be aware that capturing photos and sending updates is a time-consuming process, especially during busy times, and our primary concern is attending to the needs of our beautiful guests.
6. **Duty of Care:** Under no circumstances will Holly Lodge be held responsible for fleas/ticks, cat flu, injury, sickness or death throughout the boarding period. Whilst we do our utmost to ensure a safe, stress free and welcoming 'home away from home' for your feline friends, owners understand and accept that boarding is entirely at their risk.
7. In the unfortunate event of an unexpected death, we will attempt to contact you immediately. If no contact can be made, we will advise your emergency contact.

## **DEPARTURE**

1. No fee is charged for the day of departure if your cat is collected by 9:30am.
2. **Handover:** Holly Lodge will provide a transparent handover of the general well-being of your cat including their intake/output and any anomalies.
3. **Payment:** All charges must be paid in full before your pet(s) leave Holly Lodge. Cash will only be accepted on the day of departure.
4. **Collection:** Our guests will only be handed over to their owners unless prior arrangements have been made.

While we take every measure to provide a safe and happy holiday for your pet, Holly Lodge is not held responsible in any way for any accident or sickness which may occur through unforeseen circumstances. By boarding your cat at Holly Lodge, you agree to the above Terms and Conditions and are entitled to a copy now or whenever required. Subject to alteration by Holly Lodge, these conditions shall apply each time your pets are admitted into our care.