

HOLLY LODGE CATTERY

ABN: 38916326115

Terms and Conditions

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 9:30am. There is no charge for the day of departure if your pet is collected by 9:30am. If you want to collect your pet in the afternoon, there will be an additional late checkout fee of \$15 per cat.
3. **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.
4. **Pensioner discount:** Pensioners will receive a 20% discount. To receive the pensioner rate, proof of pension must be provided.
5. **Peak periods**:** During peak periods, a 20% deposit is required at the time of booking to secure your dates. The deposit is **non-refundable if less than 4 weeks' notice** of a change or cancellation is provided. If you want to collect your pet in the afternoon during peak periods, you will be charged for an extra day. For example: If you want your pet to stay from 30/12/25 to the 3/1/25 @ 5PM, the charge will be for 5 nights, not 4 nights with a late checkout.

**Peak periods are from 20th December – 20th January and Easter school holidays.

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 are **non-refundable if less than 4 weeks' notice** of a change or cancellation is provided.
2. The entire length of the booking is charged even if guests are delayed in 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. Our hours are strictly 8 - 9:30am and 5 - 5:30pm, Monday – Sunday. A 15 minute appointment will be made during our opening hours to drop off and pick up your pet. Please let us know if your appointment time doesn't suit and we can change it for you. Should you be delayed in arriving at Holly Lodge for a drop off or a collection, a courtesy call to us is very much appreciated.
2. **If you wish to collect your pet in the afternoon there will be an additional late checkout fee per guest of \$15. During peak periods there will be an extra day charged.**

Public Holidays

We are closed for drop off and collection on 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 prior to or upon admission. A certificate is deemed to be current if it has been administered within the last 12 months with the next 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. **Care Plan:** At Holly Lodge, we take the responsibility of caring for your beloved cat/cats 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.
5. **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.

6. **Medications:** Cats requiring medication administration must have all medications provided for the duration of their stay. These must be appropriately labelled by a vet and outline storage requirements, dosage amount, administration times and the method for administration.
7. **Fleas/Worms:** If fleas and/or worms are detected during the boarding period, appropriate treatment shall be provided at the owner's expense.
8. **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.
9. **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.
10. **Collars:** Collars will be removed as soon as practicable - please feel free to remove collars prior to boarding.
11. **De-sexing:** Please note that we are unable to accept entire (un-desexed) males over 6 months of age.
12. **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.
13. **Payment: We accept cash and direct deposit only.** We do not accept cheques, credit cards or eftpos and we do not run accounts. **All payments are due on the day your pet arrives at Holly Lodge for their stay.**

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.
2. **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.
3. **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.

4. **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.
5. **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.
6. 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.
Please note: An afternoon checkout will attract a \$15 late checkout fee per guest during non peak periods and an extra day will be charged for peak periods.
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. **Collection:** Our guests will only be handed over to their owners unless prior arrangements have been made.
4. **Outstanding account:** Any accounts still outstanding on the day of departure, can only be settled with cash before your pet is collected.

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.