

TERMS & CONDITIONS



The following 'Terms & Conditions of Cat Boarding' will apply to all bookings made and will be strictly applied without exception

1. Top Cat's opening hours are 9:30am - 11:00am/4:30pm - 6:00pm, Mon - Sat Please arrive 15 minutes prior to closing to allow sufficient time for any paperwork to be completed.
2. Top Cat is closed to the public on Sundays and Public Holidays.
3. Should you wish to either drop off or pick up outside of normal opening hours (by prior arrangement only), an additional \$50 fee will be payable.
4. A \$10 surcharge is payable for boarding over each & every Public Holiday.
5. A 3 day boarding fee is payable at the time of booking to confirm your reservation which is non-refundable should you cancel for any reason.
6. All boarding fees will need to be paid in-full prior to drop off.
7. Any additional fees incurred during the period of boarding will need to be paid in-full prior to your cat(s) being released from the facility.
8. Should you collect your cat(s) early for whatever reason, the remaining balance of your boarding fees will be non-refundable.
9. All cats are left entirely at the owner's risk who hereby waves his/her rights to any legal claim against Top Cat arising during the period of boarding.
10. Please note that whilst every effort to made to safeguard the health of your pet, illness and fatalities can occur.
11. The owner indemnifies Top Cat against any loss or damage that is caused by their cat(s) during the period of boarding.
12. Any 24-hour veterinary care will be supplied at the owner's expense.
13. Please be punctual with your collection & drop off times as we are extremely busy at certain times of the year and may have back-to-back bookings when the suites will need cleaning which involves a 30-minute turnaround.
14. Please note that, whilst every effort to made to place your cat in its allocated suite, your cat may be housed in a **temporary holding pen until such times that a cattery suite becomes available.**
15. All cats must be vaccinated to a **minimum F3 level** with proof of certification to be provided prior to drop-off.
16. All wet and dry food is to be supplied by owners if their cat(s) are on any prescription diet including Hills or Royal Canin.
17. All medication will incur a **\$5.00** dispensing fee per item which will be added onto the cost of your booking.
18. All cats must attend this cattery in a **labelled** cat carrier which will be left on-site in case the property needs to be evacuated in the event of an emergency.

Thank you for your business