

Terms and Conditions

To help ensure the best care and attention for your cats, the cats of others, and the health and safety of our staff and people who may visit our cattery it is important that these term and conditions are followed.

Failure to meet the Terms and Conditions may result in:

- Your cats stay with the cattery being cancelled (requiring immediate collection of your cat).
- Additional charges or costs being added to your bill.
- Refusal to accept future bookings.

The cat owner understands that Paws A While Boarding Cattery operates as a semi communal cattery which involves an interactive environment between cats and accepts the positive benefits and potential risks involved.

Cat behaviour

The owner must let us know of any potential undesirable behaviour your cat may have (spraying, biting etc.) this enables us to be aware of these issues when caring for your cat.

Cat Health

The owner must:

- Let us know of any potential health issues your cat may have including any **recent illness or injury** (sneezing, vomiting, cat fight, cat bites etc.).
- Ensure that your cats **vaccination** is current - All cats entering our cattery **MUST** be vaccinated No animal will be accepted unless proof of inoculation is furnished upon arrival.
- For everyone's health and safety (cat and human) your cat's **flea and worm** treatments must be up to date on your pet's arrival. If we consider it necessary we may administer flea and worm treatment to your cat this will be at our discretion and you agree to pay our costs for doing this.

We will:

- Arrange Veterinary attention if your cat becomes ill or injured and in our opinion requires medical attention. The Owners Vet will be engaged if possible and we are authorised to administer medicine as directed by the same. All costs incurred will be added to your account.
- We will attempt to contact you or your emergency contact prior to any treatment except in the case of an emergency when you will be notified as soon as practicable.
- Reserve the right to refuse entry or isolate your cat at our discretion unless proof of inoculation is furnished upon arrival.

Boarding Charges & Other Costs

Our opening hours, Boarding Charges and Other Costs are disclosed on our website.

We charge Day in - Day out unless collected by 11.00 a.m.

During peak times (Christmas/New Year's (19 December to 6th February each year, Friday to Monday of long weekends that include a public holiday, any other holiday period that includes a

statutory holiday (Waitangi Day / ANZAC Day / Matariki), and all public and private school holidays a peak rate will apply.

Payment is in full on collection include any additional costs such as Vet costs etc. – any other terms must be agreed prior to your cat being left in our care (my husband's a Credit Manager and is use to declining credit requests!).

Collection

Should you be unable to collect your pet in person then you must notify us in advance and your representative must bring proof of identity and final payment before your pet will be released.

Abandonment

You as the cat's owner must as soon as possible let us know of any unexpected delays to your cat's departure from the cattery. Cats left at the Cattery for 14 days past the agreed departure date without contact from the cat's owner or their representative will be considered "abandoned" and care transferred to the SPCA or other official establishment for the care of abandoned animals. You remain liable for the costs of the extended stays, any outstanding accounts, and you agree to pay any collection and legal/enforcement costs we incur.

Photography

We will from time to time take images of guests and the cattery and these may be used for promotional purposes or to update you on how your cat is. We reserve the right to use these images without payment of royalties and at our discretion, which may include our website, social media or in print.

Vehicles & Property

When bringing your cat to or from our cattery please ensure your cat is safely secured in a carry cage.

We prefer customer park on the road side. Use of the drive way and gates are at your own risk (the gates are narrow and do get hit from time to time).

Other

Other recommendations and requirements for boarding will be included in our website these are to be included as part of these Terms and Conditions.

Privacy & Legal Policies

Your privacy policy is quite straight-forward. We will never sell, lend, rent, disclose or otherwise release your personal information or any information relating to your communications with us to any third party.

Once accepted, this contract is valid for all subsequent stays. However the terms and conditions of this contract are subject to change without notice. It is recommended the Owner update themselves on each visit or via our website.