



## Cat Boarding Terms and Conditions

- **Cat Boarding Office Hours** for admissions and discharges are as follows:  
Monday to Friday: 8:30am-6.30pm  
Saturday: 8:30am-2pm  
Sunday: 10am-2pm  
Public Holidays: Closed

To make a booking or an enquiry phone the clinic on 95964804 or email us at office@nrvc.com.au. If you wish to drop off or pick up your cat out of the above hours, but within normal veterinary clinic hours, arrangement can be made by contacting the clinic. No pick up or drop off is available on public holidays.

- Your cat needs to be up to date with vaccinations against Feline Enteritis and Feline Respiratory Disease (F3, F4 or F5) at the time of boarding. He/she needs to have been vaccinated within the last 12 months and the vaccination needs to be current during the whole of the boarding period. Presentation of a current vaccination certificate is also required on admission if the vaccination was not done at North Road Veterinary Centre. Do not hesitate to give us a call if you require clarification.
- Cats are required to have been wormed within the last 3 months and be flea free, so we can protect all our boarders. For a small charge, if your cat is not up to date with worming we will worm your cat on admission, and if there is evidence of fleas treat your cat with Advantage.
- **Rates:** our rates are charged on a **per night stayed** basis  
**\$22/night for single cats**  
**\$33/ night for two cats if boarded together**  
Please phone the clinic for rates for boarding more than 2 cats

Please note **surcharges** are applied over **weekends (Friday, Saturday, Sunday), school holidays, Melbourne Cup** weekend. An additional **\$4.40/night** is applicable for single cat bookings and **\$5.50/night** for two or more cats for these periods. **Public holidays** incur an **\$11** surcharge.

Rates are subject to change without notice.

Payment is finalised at the time of departure, we accept cash, cheque, credit card and eftpos.

- **Deposits** required are as follows:  
**No deposit** is required **out of school holidays** periods, but we do ask you to give us reasonable notice if you need to cancel a booking or change dates.

**Non-refundable and non-transferable deposits** are required over the **school holiday periods** to enable us to manage the cattery efficiently, so we ask you to choose your dates carefully during these times. We will send you a deposit confirmation letter for school holiday bookings about 5 weeks prior to the start of a school holiday period. At this time you will be required to confirm your exact dates and pay a deposit amount of 50% of the boarding fee. The balance is payable on pick up from boarding. The final amount owed is according to the confirmed dates, we are unable to reduce costs for early pick up over school holiday periods.



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- We understand cats can be fussy and it is important that we feed your feline friend what he/she is accustomed to eating. We provide a range of high quality, dry food maintenance diets (Hills and Royal Canin - adult, kitten and senior diets), Whiskas canned food, and fresh meat. We also provide a range of Veterinary Prescription dry foods (Hills and Royal Canin - obesity, dental, intestinal and fur ball). If you require your cat to be fed an alternative food to these diets we are happy for you to provide this. There is no discount if you wish to supply a specific food; we do not charge extra for providing the service of individualising feeding regimes for each cat.
- Comfortable bedding is provided in our cattery. Fluffy rugs, cat cocoons, scratch poles, cat toys; we have them all! It is also not a problem if you would like to bring a "touch of home" for your cat during his/her stay, but we ask for any items to be clearly labelled and to be machine-washable, otherwise we cannot guarantee a safe and clean return of belongings. It is also not advisable to bring any precious items or small toys in case they are accidentally mislaid or damaged.
- Any required medication, short-term or long-term medication, can be professionally and efficiently administered by our nursing staff. A small surcharge of **\$1.10/night** applies.

Diabetic cats requiring insulin or debilitated cats requiring intensive monitoring and treatment incur a higher supplement of \$5.50/night. If a nurse or vet is required to return to the clinic out of normal clinic hours for the treatment of diabetics or cats under intensive management, an out of hours call back fee of \$33 will apply.

- Even though we provide a complete and fully professional level of care to your feline friend, unforeseen illnesses can still occur. You will be required to provide us with contact details of yourself and a secondary contact whilst you are away, as well as your normal vet if your cat is not normally under the care of our veterinary clinic. Rest assured, should your cat become unwell we will attempt to contact you or another authorised person in order to discuss any required treatment and associated costs. In the case where no contact is possible, we will treat your cat to a level deemed necessary by the attending veterinarian.  
We are not able to take responsibility for any costs incurred from an illness that develops whilst boarding, or for any complications arising out of a pre-existing illness. It is the responsibility of the owner to pay all associated costs for any treatment at the time of departure.