



## Welcome to Mc Kitty Cattery

Thank you for choosing Mc Kitty Cattery as your preferred cat boarding facility. We're dedicated to providing exceptional care and a relaxing stay for your beloved kitty. We know your fur baby's time with us is a holiday, and we're committed to making it flawless and enjoyable.

To ensure your kitty's comfort and well-being, we ask that you review and understand our terms, policies, and procedures. Completing the required documentation and securing your booking in advance guarantees your cat's priority placement and a stress-free stay. Let's go through the details below to ensure everything is in place.

### Terms and Conditions for Your Kitty's Stay at Mc Kitty Cattery

**Legal Declaration** As the undersigned, I confirm I am the legal owner/guardian of the following cats:

(Provide Name / Age / Sex)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

*Please be honest and accurate with your booking.*

We rely on accurate information to understand each kitty's individual needs. Misrepresentation, intentional or otherwise, may lead to cancellation of the booking, forfeiture of payment, and potential restriction from future bookings. Any inaccuracies that result in harm or medical issues will be the owner's responsibility, and related costs must be settled before retrieval of your kitty.

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### 1. Pricing

Mc Kitty Cattery reserves the right to adjust prices without prior notice; however, the rate will be confirmed at booking. Our current rate is **R120 per cat per day** (off-peak). This includes daily cleaning, fresh litter, clean bedding, and abundant affection at no additional charge. Please provide your own food, enough for the entire stay. ***Please see the Rates Document for Peak and Off Peak Rates.***

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### 2. Bookings & Payments (see Booking Procedures)

A 50% deposit is required for stays over seven days; full payment is required for stays shorter than seven days. For long-term bookings, the balance is due upon arrival. All payments must be made via EFT, and the reservation will only be confirmed once payment reflects in our account. Late payments will result in unconfirmed bookings, as priority is given to secured bookings.

*Bank details:*

**Account Holder:** Mc Kitty Cattery

**Bank:** Capitec Bank

**Account No:** 1304966575

**Branch Code:** 470010

Send proof of payment to **kate@mckittycattery.co.za**

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### 3. Sterilisation & Vaccinations

To maintain a safe environment, all kitties must be sterilised and up-to-date on vaccinations for **Feline panleukopenia virus, Feline viral rhinotracheitis (herpes virus type 1), Feline caliciviruses, and the Rabies virus. If your kitty(s) has been vaccinated against Feline leukaemia virus (FeLV), it is a bonus.** Original Steri & Vaccination Cards are required upon arrival. Unfortunately, we cannot accept cats with recent respiratory infections, unsterilised cats, or kittens under 12 weeks without two sets of vaccinations. Our rule is that all vaccinations must be up to date and administered at **least 2 weeks prior to check-in** at Mc Kitty Cattery. If there is a medical reason why your kitty(s) cannot be vaccinated, a veterinary certificate is required.

Before checking in your kitty, all cats must be defleaed, this is a mandatory requirement. Please indicate on your Vaccination Card the date and Brand used for defleaing.

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### 4. Cancellations

For long stays (30+ days), cancellations more than 30 days before arrival qualify for a refund. Short stays require 14 days' notice for cancellations. For cancellations within seven days, deposits are forfeited. Adjustments to booking dates within 21 days of arrival will not reduce charges, but extensions can be accommodated if space is available.

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### 5. Identification

Please provide a recent photo and microchip details during booking for streamlined identification. Collars may be removed for safety but will be stored securely in the suite.

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### 6. Kitty Acclimation

Let us know if you have concerns about your kitty adjusting to a new environment. Any additional calming aids (e.g., diffusers) may incur extra fees.

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### 7. Senior Cats

Cats aged nine and older must have a health check by a vet within two weeks of their stay.

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### 8. Food Requirements

To prevent dietary issues, please bring enough of your kitty's food for the stay. If your kitty's food supply runs out, we will purchase more, with receipts provided for reimbursement.

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### 9. Veterinary Care & Medication

We provide basic medication administration free of charge; however, veterinary care will be the owner's responsibility. If necessary, we will contact one of our preferred vets: Vet on Main, Snip Vet, or Hillcrest Veterinary Hospital.

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### 10. Indemnity Clause

At Mc Kitty Cattery, we prioritize your kitty's safety and comfort throughout their stay. As the owner of the boarding kitty(s), by using our services, you agree to indemnify Mc Kitty Cattery, and any affiliates against any claims resulting from accidents, injuries, illness, death, or escape of your cat while at our facility. We reserve the right to contact your veterinarian if further information is needed regarding your cat's health. Please note that we do not provide insurance for your cat's medical needs while they are in our care. If your cat has medical insurance, please provide these details upon check-in.

By signing this agreement, you agree to cover any veterinary costs that may arise, as well as reasonable transport and time expenses. In the event that veterinary care is required, we may contact you from the clinic to arrange payment before treatment begins.

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#### 11. Non-Payment or Abandonment

In cases where outstanding fees with Mc Kitty Cattery remain unpaid, we reserve the right to retain your kitty(s) until the balance is fully settled.

***Please be advised that abandoning an animal is a criminal offense under the Animal Protection Act 71 of 1962.*** Mc Kitty Cattery will take legal action against any owner found in violation of this law. If your account remains unpaid, we will pursue legal action to recover the debt, and any legal expenses incurred will be charged to you. Should your bill remain unpaid or if you fail to collect your kitty(s) within 7 days of the scheduled collection date, we reserve the right to rehome your kitty(s) with your emergency contact, a rescue organization, or, if necessary, surrender them to the local SPCA (where euthanasia may be a risk).

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#### 12. Final Agreement

Mc Kitty Cattery's decision on booking changes is conclusive, and any policy adjustments will be evaluated individually. All services are provided in accordance with our terms and conditions, without exception. Additionally, if an owner does not adhere to these terms or if a kitty's behavior becomes disruptive, we reserve the right to terminate their stay at Mc Kitty Cattery.

We look forward to welcoming your kitty(s) and providing them with a peaceful stay! Please feel free to reach out with any questions.

Owners Full Name: \_\_\_\_\_

Owners I.D Number: \_\_\_\_\_

I confirm that I have read, agreed and understood the Terms and Conditions for boarding my cat/s at Mc Kitty Cattery.

Signed: \_\_\_\_\_

At: \_\_\_\_\_ on this Date \_\_\_\_\_