

Cat Boarding Terms and Conditions

AAPS-Terms and Conditions

1. General Terms

- 1.1 By boarding your cat at AAPS, you agree to abide by these terms and conditions.
- 1.2 We reserve the right to update these terms at any time, and the latest version will be available on our website or upon request.

2. Booking & Payments

- 2.1 Payment is expected to be made in full to secure your booking.
- 2.2 Cancellations made within 24 hours of the appointment date may not be fully refundable where reasonable time is not provided.
- 2.3 Refunds may not be available for early collection of pets.
- 2.4 There is an extra charge for public holidays and peak periods.

3. Health & Vaccination Requirements

- 3.1 All cats must be fully vaccinated against Feline Enteritis and Cat Flu at least two weeks before boarding. Proof of vaccination is required upon booking. Note that the lack of vaccination process could result in your booking being cancelled with refund.
- 3.2 We reserve the right to refuse entry to any cat showing signs of illness or without up-to-date vaccinations.
- 3.3 Cats must be treated for fleas and worms before arrival. Any cat found to have fleas or worms will be treated at the owner's expense.
- 3.4 Entire male and female cats will not be housed together (even if owned by the same person).

4. Drop-off & Collection

- 4.1 Drop-off and pick-up times must be adhered to as per the booking.
- 4.2 Late collections will incur an additional charge to cover the cost of staff overtime and additional food.
- 4.3 Only the registered owner or a designated individual with prior written consent may collect the cat.

5. Cat Behaviour & Welfare

- 5.1 All cats must arrive in a secure carrier.
- 5.2 We reserve the right to refuse boarding for any cats displaying aggressive behaviours
- 5.3 We will take reasonable steps to ensure all cats are comfortable and stress-free, including providing a clean and secure environment. Any cat displaying extreme aggression or stress may need to be collected early by the owner.

6. Medical Emergencies

- 6.1 If your cat becomes unwell or sustains an injury during their stay, we will contact you (the owner or authorised contact person) as soon as possible to discuss the situation and recommended treatment. If you are not contactable within 24 hours, then veterinary treatment will be sought through our on-site veterinary clinic. If it is deemed by staff that animals cannot wait 24 hours (dehydration or severe vomiting) and that your cat will become more unwell by delaying treatment, then it is AAPS vet staff discretion whether to proceed with treatment prior to contact.
- 6.2 Should veterinary assessment or treatment be required, this will be arranged **promptly** at the owner's expense. We will use our AAPS vet clinic by default but there may be times in which treatment will be performed at an offsite clinic. If treatment is required outside of clinic opening hours, then a vet will be called in at your expense (\$200 on call fee to be paid on top of treatment costs).
- 6.3 In the event of a life-threatening emergency, if we are unable to reach you or your nominated emergency contact after reasonable attempts, AAPS staff and attending veterinarians will make decisions in the best interest of your cat's immediate welfare. All emergency treatment, diagnostics, or euthanasia (if deemed medically necessary and humane) will be carried out at the owner's expense.

6.4 If your cat has an existing illness, chronic medical condition, or is of senior age, we strongly recommend that you provide AAPS with an End-of-Life Plan or written instructions outlining your wishes in the event of a medical emergency or end-of-life situation. This helps ensure that your preferences are respected should you be unreachable at the time of a critical decision.

7. Food & Personal Items

7.1 We are not responsible for any loss or damage to personal items (e.g. beds, toys).

7.2 Royal Canin food will be provided by AAPS

7.3 Owners will need to provide their own food for animals on specific dietary requirements, if extra specialty food needs to be purchased during the boarding period it will be at the owner's expense.

8. Special Requirements & Medications

8.1 If a cat requires medication, the owner must provide clear, written instructions. AAPS reserve the right to charge for administering such medication. This will be advised during the admission process.

8.2 We will administer medication as directed but cannot be held liable for any adverse reactions or health complications that arise from the medication.

9. Multiple Cats & Shared Accommodation

9.1 If signs of stress or aggression occur, we reserve the right to separate animals, and additional charges may apply.

10. Abandonment Policy

10.1 If a cat is not collected within 8 days of the agreed pickup date and no communication has been received, we will assume abandonment.

10.2 In such cases, we reserve the right to rehome or surrender the cat. Any outstanding fees will remain payable.

11. Photography & Social Media

11.1 We may take photos or videos of boarded cats for social media, marketing, or website use.

11.2 Owners must inform us in writing if they do not wish their cat's images to be shared.

12. Liability

12.1 While we take every precaution to ensure the safety and well-being of each cat, AAPS is not responsible for any illness, injury, escape, or loss beyond our reasonable control.

12.2 Owners agree that their cat is boarded at their own risk.

13. Legal & Compliance

13.1 All cats must comply with local laws regarding microchipping and registration.

13.2 We operate in compliance with all relevant animal welfare regulations and licensing requirements.

By boarding your cat with us, you confirm that you have read, understood, and agreed to these terms and conditions.