

TERMS & CONDITIONS

Cats for boarding are accepted on the explicit understanding that clients agree to the terms & conditions, as outlined below (client to sign each page of the Terms & Conditions) :

INDEMNITY

Whilst all reasonable care & precautions are taken to ensure your cat (s) receive proper care during their stay, it is distinctly understood that no liability is incurred by the cattery in respect of any loss or damage to your cat (s) through sickness, injury, escape, or from any cause whatsoever.

HEALTH

1. All cats entering the cattery must have up to date vaccination records (copy of same to be provided with completion of our "client info" form). These vaccines include up to date Rabies as well as annual vaccine providing cover against Calici, Rhinotracheitis and Panleukopenia virus. Vaccinations must be done a minimum of 14 days prior to and no more than 1 year prior to entering the cattery.
2. We are unable to accept cats that appear clinically ill with contagious diseases that may pose a threat to our existing boarders. In such cases we will seek the opinion of the attending vet at Penzance Veterinary Clinic, whose decision shall be binding.
3. Should your cat suffer from a manageable health problem requiring special care or medical attention, please provide full details. Please provide any medication in clearly marked containers with clear instructions. Please ensure sufficient medication to cover the duration of the stay.
4. All cats entering the cattery are to be flea and worm free. On arrival, flea checks will be carried out. Should we find any fleas on your cat (s) a Capstar tablet will be given in order to immediately kill these fleas, as well as applying a spot on treatment. These steps taken to rectify the flea problem, will be for the owner's account. The same will apply if worms are evident.

VETERINARY TREATMENT WHILST IN OUR CARE

1. For clients of Penzance Veterinary Clinic, please confirm that should previously unknown medical conditions become apparent during your cat's stay at Penzance Happy Cat Hotel, the necessary treatment for these will be undertaken at Penzance Veterinary Clinic. This will be for the owner's account.
2. All reasonable efforts to contact you and inform you, should such a situation arise, will be made.
3. If you are not a client of Penzance Veterinary Clinic, please indicate whether you would prefer to use your own regular clinic. The costs of transport to/from such clinic and any treatment costs associated with necessary medical care, is for the owner's account.
4. Kindly advise your regular vet that you will be away and that Penzance Happy Cat Hotel will be caring for your cat in your absence. The account to be settled at your regular vet upon your return.

FEEDING

1. All cats will be fed Royal Canin, unless otherwise advised by the client.
2. Please advise if your cat is fed a prescription diet and ensure that you bring this food along.
3. Should your cat's prescription diet food be finished before your collection date, another bag will be collected from Penzance Veterinary Clinic and will be for your account.

BOARDING & PAYMENT CONDITIONS

1. We reserve the right to refuse admission of animals that do not meet with our criteria in respect of health & temperament requirements.
2. We operate on a strictly payment in advance basis.
3. The current rate is R140.00 cat per night. Up to 3 cats from 1 household may share a cage. In which case the 1st cat will be charged at full rate. A 15% reduction in boarding fee for additional boarders is offered.
4. Bookings are only confirmed upon receipt of your full payment, payable within 3 days (72 hours) of accepting the quotation and terms & conditions.

5. PLEASE NOTE : If no payment has been received after 3 days (72 hours) from your initial enquiry, we shall presume alternative arrangements have been made, and what was to be your space shall be made available to the next in line boarder.

6. Drop off and collection hours from Monday to Saturday are as follows:

Monday to Friday: 09:00 to 17:00
Saturday : 09:00 to 12:30

Drop off & collection outside of these hours, as well as Sundays & public holidays, are subject to a surcharge of R150.00 and are by prior arrangement only.

ABANDONMENT

Should we receive no communication and/or payment from you one week (7 days) after your cat's scheduled check out date, we will consider your cat abandoned. After an additional further week, alternative boarding arrangements will be made by us for your cat. This will be for your own account.

These options include : SPCA / DARG

Please note that every effort will be made by ourselves to contact you, but ultimate responsibility to maintain contact with Penzance Happy Cat Hotel remains with you, the client.

LONG TERM BOARDERS

Longer term boarding for more than 30 days : Payment for the first 30 days must be received, in full, prior to admission.

Thereafter, payments are made monthly, in advance, for the following months boarding (or part thereof). A 15% discount applies on boarding after the first 30 days stay.

CANCELLATION POLICY

1. For bookings made outside of school holidays : A 100% refund will be given for cancellations given 2 weeks or more in advance.

A 50% refund will be given for cancellations given 2 weeks or less in advance.

No refunds will be processed for cancellations given within 72 hours prior to boarding commencing.

2. For bookings made during school holidays : A 100% refund will be given for cancellations given 1 month or more in advance.

A 50% refund will be given for cancellations given 1 month or less in advance.

No refunds will be processed for cancellations given within 72 hours prior to boarding commencing.

EARLY CHECK-OUT

Kindly note that no refund will be processed for early check-outs as the space has been specifically reserved for your cat/s.

GENERAL

1. Cats need to be checked in at Penzance Veterinary Clinic reception and will be escorted to the boarding facility.
2. Please ensure cats are in clearly marked cat carriers when dropping them off, as well as when taking them home.
3. It is strongly recommended that should your cat not wear a collar with contact numbers, that it is microchipped by your veterinarian.
4. We strongly recommend that all cats over 6 months of age be sterilised and we reserve the right to refuse admission if they are not.

BANKING DETAILS

First National Bank, Hout Bay
Account name : Penzance Vet Clinic
Account type : cheque
Account number : 62412355986
Branch code : 204009 / Universal EFT code : 254005

Payment types :

EFT : Proof of payment to be e-mailed to penzancehappycat@gmail.com. Please use your surname as reference. Cash or credit / debit card / SnapScan payment facility available at Penzance Veterinary Clinic