



**Thank you for choosing to stay at the Glen Iris Veterinary Hospital & Cattery.**

**Please see below a list of the Terms and Conditions applying to your stay.**

**Costs:**

1. There are two suites offered at the cattery – Deluxe suite (\$38.50p/night p/cat) & Penthouse suite (\$48.50p/night p/cat)
2. Victorian public holidays there will be a surcharge of \$26.40/night added to the normal fees
3. Any cats receiving oral or topical medications during their stay will incur a \$8.00/night surcharge.
4. Any cats receiving injectable medications during their stay will incur a \$18.00 surcharge per day the medication is administered. *Please note:* Cats will only receive one dose of medication on Saturdays, Sundays and public holidays.
5. Drop off times are between 12:30PM and 3:30PM Monday-Friday, Saturdays drop offs are between 12pm to 2pm, Sunday's/public holidays we are closed. Cats dropped off outside of these times will incur a \$20 surcharge.
6. Pick up times are between 9am and 12pm Monday-Friday, 10am and 12pm Saturday. Sunday's/public holidays we are closed. Cats picked up outside of these times will incur a \$20 surcharge.
7. Deposits are required for stays during December/January and across the Easter period, and the deposit is a cost of 50% of the booked dates.

**What you need to bring:**

1. Before admit staff must have proof of vaccination: that is a certificate that shows it has been given within the last 12 months. If your cat has not been vaccinated in the last 12 months, we will need to book a vaccination appointment prior to admission.
2. On admission, staff must be provided with evidence (name of product used and date given) that each cat has been administered a worming prevention product and a flea prevention product. If not, we are able to provide one or both treatments in the clinic.
3. Any medications and/or food that the cat requires, in original packaging with correct pharmacy labelling, with sufficient amounts to last their stay. If your cat runs out of either of these, we will contact you before dispensing more food or medication for you, and this will be charged to your account.

**What is provided?**

1. All cats are fed VetOne Sensitive Skin & Stomach – DRY only. If you would like your cat to have wet food during their stay this must be provided by you (see above). Alternatively we have wet food in stock that can be purchased during your stay. Please advise the reception staff if you would like to purchase some wet food for your cat during their stay.
2. All bedding and toys are provided by the clinic. We do not recommend you leave any blankets or toys with your cat as they can get lost in the wash.
3. All water / litter / bowls etc. are provided by the clinic.

## **T&C's:**

- 1. All cats must arrive and depart in a cat carrier. This carrier can be stored here, but is done so at your own risk.**
- 2. All cats in our care are required to wear a clinic ID collar. This will be put on during their admit check with a nurse.**
- 3. If we feel your cat requires closer monitoring due to age or illness, we may prefer to keep them at the clinic in the hospital area, where they can be monitored more closely. If you have any issues with this please speak to the reception staff when you drop your cat off.**
- 4. Cattery attendants who feel cats appear unwell will schedule these animals for a nurse check. These checks are free of charge. If however, a Nurse feels the cat needs to be assessed by a vet, there will be a health check fee of between \$83 - \$98.00 depending on the degree of assessment required.**
- 5. Additional services available on request include nail trims (\$25.75 per nail trim) and daily brush (\$10 per day).**
- 6. If your cat requires a check by a veterinarian we will take all reasonable steps to contact you (per the contact details you provide) to let you know if further treatment or medication is necessary. If we are unable to get onto you however, we have a duty of care to perform basic treatments to ensure the welfare of your pet, and the other pets in our care. These treatments will be at your expense.**
- 7. Some cats refuse to eat, or lose weight and condition while boarding will be given other diet options and/or an appetite stimulant as deemed necessary this will be at no charge. Cats that do not produce regular stool samples will be given a dose of Duphalac to prevent constipation and this will be at no charge.**
- 8. Glen Iris Vet Clinic will not be held responsible for any injuries, which occur as a result of cats fighting. Any injuries incurred which require a vet check and/or and medications or treatment will be charged accordingly.**
- 9. Cat flu can develop whilst cats are in boarding. Cats with signs of flu will be isolated. Most cases of flu that occur are recurrences of latent infections. If symptoms of any communicable diseases do occur we may schedule a vet check, isolate your cat and/or prescribe medications or treatments as required, and this will be charged accordingly.**
- 10. We ask that you call us approximately 30 minutes' before you arrive to collect your cat, so staff can have your cat and account ready for your arrival. If you do not call ahead, there may be extended wait times upon collection of your cat as the cattery is a few doors down from the veterinary hospital.**
- 11. All outstanding fees are to be settled upon collection, prior to taking your cat home.**