



ASHLEY BOARDING CATTERY

TERMS & CONDITIONS

From 1st October 2024

- ❖ Our opening hours are: 9am – 11am and 4pm – 6pm Monday to Friday; **9am – 11am Saturday** and 4pm – 6pm Sunday. **NOTE: We are closed on Saturday Evenings and Sunday Mornings. Also closed Xmas Day, Boxing Day, New Year's Day, Good Friday, and Easter Sunday.** We ask that you please be considerate and respect our advertised hours.
- ❖ A \$50 surcharge will apply to afterhours check-in or check out, whether pre-arranged or not.
- ❖ Your unit is booked and paid for the entire day regardless of when it is occupied by your feline friend on the day of arrival. Our fees are based on a daily charge; therefore, any part of any Calendar Day that your cat is in residence will incur the daily charge.
- ❖ Accounts are to be settled in full upon collection of your cat. A minimum charge of \$60 for a single unit or \$75 for a double unit applies to every booking.
- ❖ Payment options are Internet Banking or cash. Our bank account details are:
DSL Properties Ltd t/a Ashley Boarding Cattery
ANZ 060851 0196195 01 Bank account details are also on our website. If paying via internet, payment is required into our bank account prior to collecting your cat.
- ❖ There is **no Surcharge** for Statutory Holidays.
- ❖ **We will require a 50% non-refundable deposit in advance to confirm your booking during peak holiday times.**
- ❖ **Please Note: During peak times we will charge for the dates booked**, regardless of whether your pet is dropped off later or collected earlier than the dates booked.
If you collect your pet later than the dates booked, those days will be charged accordingly.
- ❖ **For boarders 21 days and over we request a 50% deposit to be paid on arrival with the balance paid on collection.**
- ❖ Discounts will be offered at our discretion to long-term boarders after a stay of four weeks.
- ❖ Any unclaimed cats will be kept for 14 days only after the departure date set by the owners on the admission form. If there is no contact from either the owners or owner's representative during this time, we reserve the right to make suitable alternative arrangements for your pet.
- ❖ Cats cannot be released to anyone other than their owners without prior notification.
- ❖ **Any Veterinary expenses incurred while boarding are the Owners responsibility and must be paid on collection along with boarding fees.**
In leaving your cat in our care, you therefore authorise us to seek emergency veterinary treatment should we deem it necessary and to act in consultation with the Vet in ensuring your

pets well-being. You also provide me with permission to access your cat's veterinary records and/or test results pertaining to the period of this booking, whilst your cat is under my care.

- ❖ We feed the Black Hawk range of dry cat food. A selection of wet food is served in the evenings. Should you wish your cat to receive a special or veterinary prescribed diet, food must be provided by the owner. There is no discount for providing your own food.
- ❖ We offer a free pickup and delivery service within our local area. \$30 for Airport or Christchurch.
- ❖ No cat will be admitted to our boarding facility without a current vaccination certificate which must be produced on arrival. Your cat should be vaccinated for feline Panleucopaenia (enteritis), rhinotracheitis (feline herpesvirus) and feline calicivirus at least 7 days prior to entering the cattery.
- ❖ We also ask that your cat's flea and worming program is up to date. This is necessary to protect our cattery environment and for the comfort of our other guests. There will be a \$15.00 charge should we have to administer either of these treatments. NOTE: Please do not use a flea collar. Use a reputable product such as *Frontline, Advantage, Broadline, Bravecto or Revolution* only.
- ❖ **Medication will be administered in accordance with the owner's instructions.**
- ❖ Neither Ashley Boarding Cattery, nor its owners, employees or agents, shall be responsible for any consequences of the administration of any medication whether:
 - (a) It is administered in accordance with owner's instructions or as instructed by the instructions of any Veterinary Surgeon;
 - (b) Your cat has been administered with an incorrect dosage of medication;
 - (c) Any act of omission on our part causes any adverse consequences to your cat.
- ❖ Please inform us of any recent illness or veterinary treatment your cat has received prior to arrival. We reserve the right to refuse admittance should we feel your cat could be a risk to other boarders.
- ❖ Cats should be brought to the cattery in a suitably secure cat carrier. No responsibility can be taken by Ashley Boarding Cattery for the loss of any cat where this advice is not observed. Where your cat is transported by Ashley Boarding Cattery or any of its employees or agents, we take no responsibility for any injury or damage caused to your cat in the event that our vehicle is involved in any type of motor vehicle accident.
- ❖ Whilst Ashley Boarding Cattery currently operates to a very high standard, we are constantly striving to improve our facilities and management practices. We endeavour to provide your cat(s) with the utmost in professional care and expertise. This said, we regret we are unable to take responsibility for any illness, injury, loss, or death whilst your pet is boarding with us.
- ❖ In signing our Terms & Conditions you understand that photos of your cat may appear on our Facebook Page or Website Gallery. Please advise us if you do not wish this to be the case.

**Please take the time to read through our Terms and Conditions prior to admitting your cat to our facility.
Feel free to ask questions or take a guided tour through the cattery.**



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