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THE **PetCentre** 



## Guest Information

THE **PetCentre** 

## HOURS

### LOWER HUTT

Monday—Friday 9:00am—5:30pm  
Saturday 9:00am—5:30pm  
Sunday 9:00am—5:30pm

### UPPER HUTT

Monday—Friday 9:00am—5:30pm  
Saturday 9:00am—5:00pm  
Sunday 9:30am—5:00pm

The Sanctuary is a semi-communal boarding cattery

On your first visit to the cattery the check in process can take a little time. Please allow yourself 15 minutes to familiarise yourself with our processes.

Check in and check out are welcome any time within these hours.

Inspection is welcome any time during these hours. Inspections outside these hours are by arrangement.

We are closed for check in and check out on the following days:

- Christmas Day
- Boxing Day
- New Year's Day
- Good Friday
- Easter Sunday

## CHRISTMAS SEASON

The Christmas Season runs from December 15th to January 15th inclusive. Due to increased staff requirements at this time, a surcharge of \$4.00 per cat per day applies. During this season you may be required to pay a deposit to secure your booking. The deposit is non-refundable should you cancel your booking less than 30 days prior to your expected date of arrival. There is a minimum charge of 3 days during this season.

We pride ourselves on providing your cat with an environment that is safe, clean, warm and inviting. If you have any questions or comments or would like to make a booking please give us a call. We would love to hear from you.

## TERMS AND CONDITIONS

1. We reserve the right to refuse any cat that, in our opinion, appears to be suffering from an infectious or contagious disease.
2. All cats must meet the vaccination and parasite control requirements prior to acceptance.
3. The owner agrees to disclose all information relating to the cats medical, dietary, and behavioural needs each time the cat boards.
4. All possible care and attention is given to every cat in our care however we do not accept any liability for illness, disease, accident or death of any cat.
5. During holiday periods we reserve the right to charge for the full period booked, should you choose to collect your cat early.
6. It is our policy to arrange veterinary advice/treatment at the owner's expense should it be considered necessary to do so, and to act upon the advice of the vet in ensuring the wellbeing of your cat at all times.
7. If a cat in our care is suspected of having parasites (worms, fleas) present, these will be treated at the owner's expense to ensure the comfort of our guests and others in the cattery environment.
8. We do not accept un-neutered male cats over 8 months of age.
9. Your authority must be given to release your cat to another party.
10. Payment is required in full on departure.
11. Booking your cat in to The Sanctuary Boarding Cattery is taken as a full understanding of these terms and conditions.

## **DIET AND FEEDING**

We feed Nutrience All Life Stages premium cat foods as well as Primal wet food.

Should you prefer your cat to get his usual food please feel free to bring enough of your own food to last the stay. If your cat has very specific dietary requirements we appreciate written instructions.

Your cat will be fed twice daily in their studio where fresh water is always available. We use Catit Drinking Fountains in the communal areas.

## **BEDDING**

Your cat will be provided with plenty of clean, warm bedding. Feel free to bring your own if you prefer. Sometimes the familiar smells on bedding from home can help settle a timid or nervous cat. Please make sure all personal belongings are clearly named.

## **LITTER**

We use Kitty Fresh crystal litter in the cattery. We have a number of other litter options should your cat not be comfortable with crystals.

## **HEATING AND VENTILATION**

The whole cattery is climate controlled and kept at a very pleasant 20°C. We have a state of the art ventilation system that ensures the air is filtered, heated, drawn through each studio and then externally extracted. This helps maintain a stable temperature, eliminates dampness, and reduces the risk of disease.

## **VETERINARY CARE**

Should your cat(s) require minor veterinary care we will make every effort to engage the services of your preferred vet. Should this not be possible we will use Carevets. This will incur a \$35 surcharge in addition to any veterinary costs. See Terms and Conditions.

## **SECURITY AND SAFETY**

- Each studio or suite is securely locked at night
- The communal area is locked with a digital keypad lock at all times
- Double door entry to the cattery to prevent cats from escaping
- There is a sprinkler system installed and working in the unlikely event of a fire

## **RATES**

### *MINIMUM CHARGE*

There is a minimum charge of \$40.00

### *STUDIO UNITS*

Each studio can accommodate up to 2 cats (Twin Share) from the same family.

Studio: Single Cat \$20.00

Studio: Twin Share \$32.00

### *FAMILY SUITES*

Each Family Suite can accommodate up to 4 cats from the same family

1 Cat \$33.00

2 Cats \$36.00

3 Cats \$45.00

4 Cats \$60.00

### *LONGSTAY*

We offer a 10% discount for stays of 4 weeks or more

### *MEDICATION*

To have oral medication administered is an additional \$3.00 per cat per day.

### *PREVENTATIVE HEALTH TREATMENTS*

Your cat must be up to date with preventative treatments for fleas and intestinal worms. A range of vet recommended products are available in store should your cat need to be treated on arrival. We recommend Drontal intestinal wormer and Bravecto flea treatments.

### *BRINGING YOUR OWN FOOD*

There is neither a charge nor a discount for bringing your own food. Just bring enough to last the stay. If you have very specific instructions it is helpful if they are written down and given to us on check in.

## VETERINARY TREATMENT

In the unlikely event that your cat requires veterinary treatment, there will be a \$35 surcharge in addition to any vet charges. The Pet Centre will endeavour to contact you or your emergency contact before taking the cat to the vet.

### PLEASE NOTE

- Rates are charged daily and include day of arrival and day of departure
- All rates include GST of 15%
- Payment can be made by Cash, EFTPOS or Credit Card
- During holiday periods we may require a deposit to secure your booking. We will let you know when you book if this is the case.
- Payment or the balance is due in full on check out.
- Due to the high demand for accommodation during holiday periods we reserve the right to charge for the full period booked, should you choose to collect your cat early.
- Due to increased staff requirements during the Christmas season a surcharge of \$4.00 per cat per day will apply.

## ACCOMODATION

### STUDIOS

Each studio has 3 levels for your cat to explore. Their litter tray is placed on the bottom, their food and water bowls are placed on the middle shelf. The top shelf is a great vantage point for your cat to look out into the communal areas. There is a separate sleeping compartment, so your cat does not have sleep in the same area as their litter tray. There is also an owner's tray for your cat's personal belongings. A studio unit has enough space to accommodate 2 cats from the same family, as long as they are comfortable being confined together in their unit.

### FAMILY SUITES

Each family suite is two single studio units interlinked, via cat doors with the flap removed. There are 3 levels on each side of the suite. There is also an owner's tray for your cat's personal belongings. These suites are ideal for long stay guests or for cats that prefer to keep to

## ON ARRIVAL

After checking in your cat will be fitted with an ID collar if necessary and will then be introduced to their accommodation. We give the cats plenty of time to settle in and make themselves at home before we let them out to socialise. This will be somewhere from 3 or 4 hours to a whole day depending on the individual. We then introduce your cat to the communal area and spend a few minutes observing them to make sure they are comfortable. The door to your cat's studio remains open all day so they are free to come and go as they please.

## VACCINATION AND HEALTH REQUIREMENTS

### *For the comfort of all our guests please ensure the following:*

- All cats must be vaccinated against Feline Enteritis, Rhinotracheitis, and Calicivirus. Vaccination against Chlamydia is recommended but not required. Your vaccination card will probably have Fel O Vacc 3 or Fel O Vacc 4 on it. Either of these is fine. Please check the dates on your card. The vaccinations must be valid for the entirety of the stay and must have been given at least 2 weeks prior to boarding. If you are unsure of your cat's vaccination status please call us for advice.
- Please bring your vaccination card with you at check in for verification. Cats that have not received the required vaccinations within the required time period will not be accepted under any circumstances.
- We accept kittens from 4 months of age. They must have had at least 2 kitten vaccinations for the diseases mentioned above. The last vaccination must be at least 2 weeks prior to boarding.
- All cats are to be treated for intestinal worms and fleas at most 1 month prior to boarding. We recommend Drontal All Wormer and Bravecto flea treatment. We can administer these treatments for you. Please see the Medication section for pricing. See Terms and Conditions for details on how we manage a cat with parasites.
- If your cat is male and 8 months or older he must be neutered.
- Please be honest with us if your cat does not like socialising, being handled, or is inclined to be aggressive towards other cats. We can then ensure the environment is safe for everyone. In some cases an aggressive or very nervous cat may need to stay in their studio. We will do our best to allow your cat some time in the communal areas by himself.