



WINDREST CATTERY PET PARENT AGREEMENT AND CONTRACT

Petparent Name: _____

Cat Name: _____ Breed: _____

This is an agreement and contract between Windrest Cattery and the pet parent whose signature appears below .

1. All cat guests in the Windrest Cattery care are accommodated in accordance with the Government of Victoria Code of Practice for boarding establishments.
2. The pet parent agrees to pay the total amount due for boarding on the date the cat guest is checked into Windrest Cattery.
3. The pet parent agrees to pay all costs and charges for special veterinary costs for the cat guest during the time specified whilst the cat guest is in the care of Windrest Cattery.
4. The pet parent further agrees that the cat remains at Windrest Cattery until payment for all items are finalised and paid in full.
5. By signing this agreement and contract, the petparent authorises Windrest Cattery to charge all outstanding money to the credit card provided by the pet parent.
6. By signing this Contract and leaving the cat guest at the Cattery, the pet parent confirms the information is correct and accurate at the time of signing (or on the day/time of admittance) as specified on the WRC Booking Form.
7. In the unlikely event the cat guest becomes ill or if the state of the cat's health otherwise requires Veterinary or other professional attention, Windrest Cattery in its sole discretion, may engage the services of a veterinarian or other professional according to Part 5 of the Code of Practice for Boarding Establishments and the expense thereof shall be paid by the pet parent.
8. Under no circumstances will Windrest Cattery or its employees be held responsible for Feline influenza, illness, injury, death, loss or damage of any kind that may occur to your cat while in the care of Windrest Cattery.

Policies and rules governing Windrest Cattery

Vaccinations: Every cat guest is required to have a current F3 vaccination prior to check-in. Cats who have not been vaccinated for more than 12 months must be vaccinated no less than ten (10) days prior to check in. Current legislation mandates vaccination certificates need to be viewed by Windrest Cattery staff before villa accommodation is provided.

Flea and Worm Treatments: All cat guests must have had recent flea and worm treatment not more than 1 month prior to check in as determined by the Victorian Code of Practice for Boarding Kennels and Catteries. If a cat guest is found to have fleas or worms, it will receive immediate treatment at the cost of the owner. This will be communicated immediately to the pet parent.

Safety: At Windrest Cattery, safety is paramount. Therefore, cat guests entering and exiting Windrest Cattery must be in a suitable carrier until they are in the control of a Windrest carer.



Pet parent authorisation: Any guest cat that will be checked-in or checked-out by a person other than the pet parent is required to have a written authority signed by the owner. Please make us aware if someone other than yourself is collecting your cat, as a matter of security, any cat guest will not be signed over to any person who is not registered, nor someone whom Windrest Cattery is not expecting.

Windrest Hours: Operation hours are conducted: Monday & Tuesday: 8:30AM - 5PM, Wednesday: Closed to public (operations continues within the Cattery). Thursday & Friday: 8:30AM - 5PM, Saturday: 8:30AM – 12 noon, Sunday: 8:30AM - 5PM. Tours: All prospective pet parents are welcome to view the establishment between 11am - 1.30pm daily (except Wednesdays).

Reservations: A booking is finalised once confirmed payment of 20% is made. This is a non-refundable booking fee. The booking fee will not be transferred back to the pet parent if a cancellation is made within 20 days of the arrival date during peak holiday season and within 10 days of the arrival during the non peak season. Peak seasons occur during the Australian summer period from 20th December to 10th February and during the Australian autumn period traditionally viewed as Easter. A five-day minimum booking over the summer and Easter holiday season is required. Note: A ten day minimum applies between Christmas eve and New years day+1, that is, 24th December to 2nd January. There is a two-day minimum over long weekends.

We accept cash, EFTPOS, Visa and MasterCard.

Health Care: The health and safety of your pet is important to us, therefore if your cat becomes ill or is injured during their stay, Windrest Cattery will seek Veterinary treatment. All Veterinary accounts will be required to be paid by the pet parent owner as outlined in the boarding Agreement.

Food and Medication: Food. Windrest Cattery provides only premium quality foods that do not contain preservatives or additives. Where a cat guest has special dietary requirements, the staff will be only too happy to cater for any pre packaged servings. Where specified by the pet parent, oral and topical medication will be distributed to each guest.

Playtime and cuddles: Upon pet parent's authorisation all cat guests can enjoy 15 minutes of dedicated play and cuddle time. Upon confirmation and/or arrival, advise care staff if the guest is sensitive to any external handling and does not prefer this free service.

Admittance: Windrest Cattery reserves the right to refuse admittance to any guest who does not have proof of vaccination, displays signs of having a contagious condition, or demonstrates fearful or aggressive behaviour.

Pricing: Windrest prices, policies and hours are not negotiable and are subject to change without notice.

Pet parent Name _____

Pet parent signature _____

Date _____