

Terms and Conditions – Tango’s Place Cat Boarding

- Check in time is between 2pm – 4pm on the first day of your booking. (Closed for check ins and check outs on Sundays and Public Holidays).
- Check out time is between 10am – 12pm on the last day of your booking. (Closed for check ins and check outs on Sundays and Public Holidays).
- RSPCA ACT is closed on Sundays and Public Holidays. Check ins and check outs are not permitted on these days. Amendments may be made to your booking if you have booked for check in or check out on a Sunday or Public Holiday.
- Health requirements:
 - F3 vaccination – copy of certificate required at time of booking
 - Kittens – full course must be complete two (2) weeks prior to boarding
 - Cats – F3 vaccination is required annually, and must be up to date two (2) weeks prior to boarding
 - Cats must be free of parasites including intestinal worms, fleas and ticks
 - All wormer parasite prevention (including hydatids) must have been administered within the three (3) months prior to final date of boarding. If not, the cat(s) will be required to be wormed prior to admission at owner’s expense.
 - If cat is due for three (3) monthly all wormer parasite prevention during stay, medication is to be provided by owner, or can be provided and administered by RSPCA ACT at owner’s expense.
 - For long term boarders, all wormer parasite prevention (including hydatids) is required to be provided every three (3) months. Medication is to be provided by owner, or provided by RSPCA ACT at owner’s expense.
 - Cats must be free of contagious diseases including (but not limited to) ringworm, cat flu and giardia.
 - Cats with FIV are permitted, provided they are otherwise healthy at the time of boarding and this has been communicated in writing to staff prior to boarding.
 - Cats with non-contagious diseases requiring oral and topical medications are permitted.
 - Cats with non-contagious diseases that require medication via injection are not permitted (e.g. insulin injections).
 - A copy of your cat’s veterinary history may be requested.
- Medication:
 - Medication must be provided in original packaging with prescription label or dosage.
 - Staff will make every reasonable effort to medicate cats as required, as long as it is safe to do so.
- Food:
 - Cats and kittens are fed a diet of Royal Canin dry food twice per day. Varieties offered are Kitten, Indoor Adult, Indoor 7+ and Light Weight Care.
 - If wet food is required, this is to be provided by the owner, or can be provided from RSPCA ACT retail shop at owner’s expense.
 - Should the above Royal Canin dry food not be appropriate, owner can provide cat’s own diet, along with feeding instructions.

- Should a copy of your kitten/cat's current vaccination certificate or veterinary history not be produced or your cat is deemed to not have sufficient vaccination coverage at time of admission, entry will be refused and will result in 100% loss of your deposit. It will become your responsibility to make alternative arrangements. Under no circumstances will RSPCA ACT admit your cat.
- Should your animal require veterinary treatment and either you or your emergency contact cannot be contacted, RSPCA ACT will undertake any treatments necessary for the welfare of your animal at your cost, in accordance with your booking form.
- Should you request your animal receive non-emergency veterinary treatment at another facility, RSPCA ACT:
 - will require a letter from your nominated facility confirming your arrangement;
 - will undertake any treatments necessary to stabilise your pet prior to transportation;
 - will charge for stabilisation treatments and transportation fees;
 - will undertake any treatments necessary at RSPCA ACT vet clinic (at owner's cost), should an appointment not be available at your nominated facility.
- Whilst RSPCA ACT will take all possible care of your animal(s) during the boarding period, RSPCA ACT is not responsible for any illness, injury or death which may occur during that time.
- Whilst RSPCA ACT will take all possible care of personal items provided for the animal(s)' stay, RSPCA ACT is not responsible for any damage or loss to any such items.
- Any costs incurred during the period of your cat's booking must be paid at time of check-out. Costs may include:
 - veterinary treatments and medications;
 - special diets;
 - replacement food;
 - replacement of personal items;
 - additional boarding costs.
- If you have not contacted the RSPCA ACT to arrange collection of your animal(s) within 7 days of the final date of boarding, the animal(s) will become the property of RSPCA ACT as per *RSPCA ACT Uncollected Animal Policy*.
- Bookings will not be made without a deposit of at least 50%
- A full refund or credit, less a \$25 administration fee will be given if a cancellation is made with a notice period of seven (7) days or more; or
- A 50% refund or credit, less a \$25 administration fee will be given if cancellation is made with a notice period of less than seven (7) days' notice but more than two (2) days'; or
- No refund or credit will be given if cancellation made with a notice period less than 48 hours; or
- No refund or credit will be given if an animal is collected early.
- Additional services:
 - Additional services such as brushing and daily photos may be added to your booking for an additional cost. RSPCA ACT will make every reasonable effort to complete additional services, provided it is safe to do so. Any additional services not provided will be eligible for a refund.

Please enter your *legal name* as it appears on your ID.