

Terms and Conditions - Tangos Place

- Check in time is between 2pm - 4pm on the first day of your booking. (Excluding Sundays and public holidays).
- Check out time is between 10am - 12pm on the last day of your booking. (Excluding Sundays and public holidays).
- Health requirements
  - F3 vaccination - copy of certificate required at time of booking
    - Kittens - full course must be complete 2 weeks prior to boarding
    - Cats - Annual must be up to date 2 weeks prior to boarding
  - Free of parasites including intestinal worms and fleas
  - Free of contagious diseases, including FIV, ringworm, cat flu, giardia and non-contagious diseases that require regular medications (eg diabetes).
  - Should Hill's Science Diet Kitten dry, Adult Original dry, or Adult Light dry not be appropriate, please supply cat's own diet
  - A copy of your cat's veterinary history
- 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.
- 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 your animal(s) 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;
  - special diets;
  - replacement of personal items.
- If you have not contacted the RSPCA ACT to arrange collection of your animal(s) within 7 days of the final date, 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