



Admission Requirements

Definitions

1. "Boarding Cat" - refers to all cats during the time they are boarded with the Hotel at our premises.
 - a. "kitten" - refers to any cat aged 12 months or younger as at the intended date of admission.
 - b. "senior cat" - refers to any cat aged between 10 and 11 years old as at the intended date of admission.
 - c. "geriatric cat" - refers to any cat aged 12 years or older as at the intended date of admission.
2. "Guardian" - refers to owners of cats boarded with the Hotel.
3. "Hotel" - refers to Cat's Cradle Private Limited.

Admission requirements

1. Vaccinations

Boarding Cats must be vaccinated against core vaccine viruses which includes feline panleukopenia virus (FPV), feline calicivirus (FCV) and feline herpesvirus (FHV).

 - a. Save for kittens, Guardians of all Boarding Cats must present either:
 - i. Proof of having received a vaccination booster* against the core vaccine viruses no less than 14 days and no more than 12 months prior to the date of admission; or
 - ii. VacciCheck® antibody titer blood test results*, taken no less than 14 days and no more than 12 months prior to the date of admission, reflecting sufficient antibody levels against the core vaccine viruses.
 - b. Boarding Cats that are not able to receive the vaccination due to medical reasons are required to have a veterinarian's certificate* stating the same.
 - c. For the boarding of kittens, the kitten must be at least 10 weeks old at the time of admission and have received at least one vaccination* against at least the core vaccine viruses more than 2 weeks prior to boarding.
2. Sterilisation
 - a. All Boarding Cats must be sterilised if either one of the following apply:
 - i. The cat is 8 months of age or older as at the intended date of admission; or
 - ii. The cat shows signs of sexual maturity.
 - b. If recently sterilised, Boarding Cat must have recovered from surgery for at least 14 days. Alternatively, a certificate from a veterinarian confirming that the cat is fit for boarding must be provided.



3. External and Internal Parasites

All Boarding Cats are required to be protected against both preventable internal and external parasites throughout the boarding period.

4. FIV / FeLV Testing

All Boarding Cats are required to be tested for feline immunodeficiency virus (FIV) and feline leukaemia virus (FeLV) prior to admission.

- a. For cats that have **negative** test results for FIV and/or FeLV, a copy of the cat's test results or certificate*, taken no more than 12 months before the date of admission, must be provided.
- b. For boarding cats that have **positive** results for FIV and/or FeLV, a copy of the test results or certificate* must be provided.

Cats positive for FIV and/or FeLV may only board in Garden Apartments.

5. Boarding Admission Form

The Boarding Admission Form must be completed at least 2 days prior to the intended date of check-in unless urgent booking is made. Guardian must agree to Boarding Terms & Conditions.

6. Check-in Physical Examination

During the check-in process, a physical examination of the cat will be conducted by Hotel. The cat should:

- a. Be free of external parasites, e.g. fleas, ticks, and mites
- b. Be free from signs of fungal infection
- c. Be well maintained, e.g. ears, eyes, coat, body condition
- d. Not be showing signs of illness, injury and/or pain
- e. Present a generally healthy disposition
- f. Have a veterinarian report* stating that it is healthy should it have been ill within 30 days prior to boarding
- g. Respond well to handling by our staff

*The Boarding Cat and/or Guardian's name and details must be clearly shown on all medical and/or vaccination documents provided to the Hotel.



Boarding Terms & Conditions

Definitions

1. "Boarding Cat" - refers to all cats during the time they are boarded with the Hotel at our premises.
 - a. "kitten" - refers to any cat aged 12 months or younger as at the intended date of admission.
 - b. "senior cat" - refers to any cat aged between 10 and 11 years old as at the intended date of admission.
 - c. "geriatric cat" - refers to any cat aged 12 years or older as at the intended date of admission.
2. "Guardian" - refers to owners of cats boarded with the Hotel.
3. "Hotel" - refers to Cat's Cradle Private Limited.

Boarding Terms & Conditions

1. Room booking
 - c. Room bookings may be made through the Hotel's online booking system up to 2 days before the intended check-in date. Boarding dates are reserved upon payment.
 - d. Please contact the Hotel directly for urgent bookings.
2. Check-in / check-out
 - a. Check-in time is between 1500 - 1800 HRS daily. Early check-in begins at 1100 HRS.
 - b. Check-out time is between 1100-1230 HRS daily. Late check-out may be extended to 1800 HRS.
 - c. Early check-in / late check-out
 - i. Early check-in / late check-out is available at an additional cost.
 - ii. In the event that the Hotel is fully booked, the Hotel reserves the right to house Boarding Cat in its own crate while awaiting check-in / check-out.
 - iii. Should Guardian fail to pick up Boarding Cat by 1800 HRS for check-out, an additional night of boarding fees will be charged.
 - d. An appointment for check-in / check-out must be made prior to the date of admission / check-out.
 - e. The check-in / check-out procedure is estimated to take 20 minutes to complete. In the event Guardian arrives more than 10 minutes late to the appointment, the Hotel reserves the right to tend to other Guardians first and return to said Guardian at a more suitable time.
3. Rejection at check-in



- a. Hotel reserves the right to decline admission to boarding for any cat if admission requirements are not met.
- b. If the cat presents issues that can be resolved in short order, Hotel may, at its discretion, assist in resolving the issues.

4. Amenities and services

- a. The following list of amenities and services are included in the boarding rates. Additional amenities and services that are not listed are subject to additional charges.

Amenities	Services
<ul style="list-style-type: none">● Built-in hideout, perches, bed● Private play and exercise area*● Access to common play and exercise area● In-house litter and litter boxes● Personal scratching materials● 24/7 Air conditioning <p>*Not available for Garden Apartment</p>	<ul style="list-style-type: none">● Daily updates● Daily general cat maintenance● Daily housekeeping and disinfection● Daily interaction time (15-30 min)● Twice daily feeding

- b. Cost of services incurred with in-house and/or third-party services requested by Guardian and/or required due to unforeseen circumstances are to be borne by Guardian, payable by check-out. This includes but is not limited:
 - i. Additional in-house services
 - ii. Cost of travel
 - iii. External grooming services
 - iv. Purchase of food, litter and other amenities on behalf of Guardian
 - v. Vet visits

5. Feeding

- a. Twice a day feeding between 10-11am and 6-7pm is included in the boarding rates. Guardians may opt to provide food or purchase Hotel's in-house selection.
 - i. For Guardians providing food:
 1. A set of written feeding instructions are required to be provided.
 2. Individual meal portions should be placed in separate bags and labelled with Boarding Cat's name, date the meal is to be consumed on, whether the meal is for the morning or evening feed, and preparation information.
 3. The Hotel is able to handle dry, wet, and frozen food in accordance with the Hotel's own food safety guidelines as per table:



Type of Food	Safety Guidelines
Dry	<ul style="list-style-type: none">• To be completely replaced at least once a day
Wet	<ul style="list-style-type: none">• May be portioned and refrigerated for up to 48 hours from opening• Suggested feeding window: up to 6 hours• May be reheated using microwave / water bath
Frozen	<ul style="list-style-type: none">• Must be defrosted in the refrigerator• Room temperature water bath may be used to assist in defrosting cooked diets for up to 30 minutes• No defrosted food will be refrozen• Unfinished food will be removed within 30 minutes

4. In the event food provided by the owner is insufficient, Hotel's in-house options will be provided for Boarding Cat.
 5. All meal requests and preparation requirements are subject to the Hotel's approval.
 6. The Hotel reserves the right to decline feeding raw food diets to any individual cat that it may deem unsuitable for health reasons.
- ii. For Guardians opting to purchase food from the Hotel's in-house selection:
1. The Hotel's in-house selection will be fed according to the Hotel's food safety guidelines.
 2. If Boarding Cat rejects the Hotel's reasonable efforts to introduce the in-house food, and reasonable efforts have been made to contact Guardian, the Hotel reserves the right to procure alternatives on behalf of Guardian.
6. Grooming and maintenance
- a. Basic daily grooming and maintenance are included in the boarding rates. Grooming will only be conducted should Boarding Cat be comfortable and receptive. Basic grooming and maintenance includes external ear cleaning , facial cleaning, fur brushing (Guardians are required to provide brushes), and sanitary cleaning.
 - b. Should Boarding Cat require additional grooming due to unforeseen circumstances, e.g. Boarding Cat soils him/herself, the Hotel reserves the right to groom Boarding Cat as deemed necessary.
7. Toileting/litter
- a. Litter boxes and in-house litter are included in the boardings rates.



- b. Guardians are required to provide a small amount of Boarding Cat's usual cat litter (fresh and unsoiled) for purposes of acclimatising Boarding Cat to the Hotel's in-house litter. This should be sealed in a ziplock bag and labelled with Boarding Cat's name and details of the brand and type of cat litter
 - c. In the event Boarding Cat rejects the Hotel's reasonable efforts to introduce the in-house litter, and reasonable efforts have been made to contact Guardian, the Hotel reserves the right to procure alternatives on behalf of Guardian.
8. Use of common exercise and play area
 - a. Boarding Cat will only have access to the common exercise and play area given that he/she:
 - i. Is not showing signs of infectious diseases
 - ii. Is feeling sufficiently comfortable and settled in the Hotel
 - iii. Is FIV / FeLV free
 - iv. Has prior consent from Guardian
9. Medical concerns
 - a. Guardians are required to inform the Hotel if Boarding Cat has any allergies towards food, medicine, supplements, products etc.
 - b. Guardians are required to provide the Hotel with details required for potential medical care as per Boarding Admission Form. A local emergency contact is required.
 - c. Should Boarding Cat require medical attention and Guardian's preferred vet/vet clinic is not available, the Hotel reserves the right to approach an alternative veterinary clinic and/or veterinarian.
 - d. Should Boarding Cat require immediate medical attention, and reasonable efforts have been made to contact Guardian / local emergency contact, Hotel reserves the right to seek veterinary attention for Boarding Cat and make decisions on Guardian's behalf.
 - e. In the event that Boarding Cat falls ill from an infectious disease, Boarding Cat will have to be hospitalised or put into the care of Guardian's local emergency contact. Hotel reserves the right to move Boarding Cat off site if neither arrangement is possible.
 - f. Over the counter (OTC) remedies for minor ailments may be administered to Boarding Cat with Guardian's consent
10. Protection against external and internal parasites
 - a. Hotel staff will administer parasite prevention treatment upon the boarding cat at the time of admission. Guardians have the option of:
 - i. Purchasing the required preventative medicine from the Hotel.
 - ii. Bringing their own dose of preventative medicine, which must be selected from the pre-approved list set out in the following paragraph. Each individual dose must be provided in their packaging or blister pack, and must be unopened and sealed.
 - b. List of approved treatments
 - i. Advocate® for Cats
 - ii. Broadline® Spot-on Solution for Cats
 - iii. FRONTLINE® for Cats



- iv. Revolution® (selamectin) Topical Solution for Cats
- v. Revolution® Plus (selamectin and sarolaner topical solution)

11. FIV and/or FeLV positive cats

- a. For cats that have **negative** test results for FIV and/or FeLV, a copy of the cat's test results or certificate*, taken no more than 12 months before the date of admission, must be provided.
- b. For boarding cats that have **positive** results for FIV and/or FeLV, a copy of the test results or certificate* must be provided.
- c. Boarding cats that are positive for FeLV:
 - i. May only be housed in Garden Apartments
 - ii. Will not have access to the common play and exercise area
 - iii. Are subject to a \$10 surcharge per room per night as additional cleaning and disinfection are required.
- d. Boarding cats that are positive for FIV are subject to a \$10 surcharge per room per night as additional cleaning and disinfection are required.
- e. Cats without valid test results will be assumed to be positive. Terms listed in clause 11c will apply.

12. Chronic / long-term conditions

- a. Guardians whose cat(s) suffer from chronic / long-term conditions are required to provide a detailed written note through our Boarding Admission Form prior to admission that includes:
 - i. The type of conditions that cat(s) suffers from
 - ii. Symptoms of the condition (if any)
 - iii. Requirements for management of the condition
- b. Medication and equipment for medicine administration must be provided by Guardian. All drugs must come with a prescription label registered under Guardian / Boarding Cat's name.
- c. Guardians are encouraged to discuss with the Hotel regarding conditions prior to making an online booking.
- d. The Hotel reserves the right to reject any cat that has conditions beyond its ability to handle.

13. Illness Prior to Boarding

Should Boarding Cat be diagnosed by a veterinarian to be unwell at any point in the 30 days prior to the date of admission, Guardian must inform the Hotel in a timely manner. A veterinarian's report or certificate* stating that the cat is deemed healthy must be provided prior to check-in.

14. Multiple cats from the same household

- a. Guardians who are boarding multiple cats from the same household may elect to board them in the same room.
- b. \$20 per night is chargeable for the 2nd cat boarding in the same room. \$15 per night per cat is chargeable for the 3rd cat and beyond boarding in the same room.
- c. By opting to board more than one cat in the same room, Guardian declares that the Boarding Cats are compatible.



- d. Hotel reserves the right to board the cats in separate rooms if it is deemed that the cats are not able to cohabitate peacefully. The going boarding rate for the additional room(s) is payable by Guardian at the end of Boarding Cat's stay.
- e. In the event there are no available rooms on short notice, the Hotel reserves the right to keep the cat in his/her crate and/or move him/her off site.

15. Behavioural concerns

- a. Guardians are required to inform the Hotel of any behaviours of concern or note. Without limitation, these include:
 - i. Areas that the cat likes or does not like to be touched or patted
 - ii. Whether they are comfortable with being groomed
 - iii. Triggers for anxiety such as bad weather
 - iv. Aggression
 - v. Fractious behaviour
 - vi. Frequent attempts to escape
- b. If the cat is known for aggression or fractious behaviour, an in person assessment is required to be arranged at the Hotel prior to admission.
- c. The Hotel reserves the right to reject any cat that is deemed overly aggressive / fractious.
- d. Should Boarding Cat prove to be difficult to handle during the boarding period, additional handling charges may apply.

16. Extension of stay

- a. Extension of stay may be arranged. Payment for extension must be made prior to the start of extended stay.

17. Visitation of Boarding Cat(s) during boarding period

- a. Visitation hours are between 3-6pm daily up to 30 minutes per visit.
- b. A prior appointment is required for visitation, appointments may be made through phone call / WhatsApp. Visitors without appointments may be rejected entry.
- c. 2 visitors per household may visit Boarding Cat(s) during visitation hours. Written confirmation from Guardian is required should the visitor(s) not be the registered owners of Boarding Cat(s).
- d. Visitation frequency
 - i. Guardians of Boarding Cat(s) that are boarding for less than 2 weeks may visit up to 2 times per week.
 - ii. Guardians of Boarding Cat(s) that are boarding for more than 2 weeks may visit up to 3 times per week.

18. Cancellation, refund and booking modifications

- a. A full refund less 5% processing fee (based on the total amount paid) will be refunded except:
 - i. If cancellations are made within 48 hours prior to admission, 50% of total total amount paid will be refunded
 - ii. If the cat is rejected at admission, 50% of the total amount paid will be refunded.
 - iii. In the event of no show, no refund will be granted.



- iv. In the event of cats showing up later than intended admission date, or making a cancellation after intended admission date, no refund will be granted for days missed out on.
 - v. Peak season bookings are non-refundable (Peak season dates are: 15 - 31 Dec 2022, 1 - 3 Jan 2023, 7 - 9 Apr 2023, 2 - 4 Jun 2023, 11 - 13 Nov 2023)
 - vi. Refund will be processed within 2 working days from request. The refund amount will be credited back to the credit card used to make payment and will show up on the credit card statement within 2 weeks.
- b. Modifications of bookings are complimentary.

19. Damages caused by Boarding Cat

- a. Should Boarding Cat cause damages to the Hotel and/or injuries to the Hotel staff unprovoked, Guardian shall be liable for any cost of repair and/or medical treatment.
- b. Hotel shall not be liable for any damage to and/or destruction of Guardian's properties caused by Boarding Cat.

20. Abandonment

- a. If a Boarding Cat is not collected within 24 hours of the agreed collection date and reasonable efforts have been made to contact Guardian, Boarding Cat will be deemed as abandoned. Hotel reserves the right to rehome and/or change ownership of the abandoned cat as seen fit.

21. Acceptance of risks

- a. Guardian understands that there are inherent risks to boarding cats in multi-cat environments.
- b. The Hotel shall not be held liable should Boarding Cat fall ill during its stay at the Hotel in, without limitations, these situations:
 - i. If Boarding Cat is positive for FIV and/or FeLV
 - ii. If Boarding Cat is unvaccinated, has yet to complete its core vaccinations, or is not up to date with its vaccinations.
 - iii. If Boarding Cat was diagnosed to be unwell and/or appeared physically unwell at any point in the 30 days prior to the date of admission.
 - iv. If Boarding Cat has chronic / long-term conditions.
 - v. If Boarding Cat is a kitten or geriatric cat as these cats tend to have weaker immune systems.
 - vi. If Guardian opts to allow Boarding Cat to use the common exercise and play area.
- c. The Hotel shall not be held liable for common stress induced ailments / conditions which includes but are not limited to:
 - i. Conjunctivitis
 - ii. Gastrointestinal tract issues
 - iii. Inappetance
 - iv. Mild upper respiratory tract symptoms
 - v. Urinary tract issues
- d. The Hotel shall not be held liable should Boarding Cat suffer an allergic reaction due to allergens that the Hotel was not informed of.



- e. The Hotel shall not be liable for injuries or illnesses due to safety issues of items provided by Guardian for Boarding Cat. This includes but are not limited to:
 - i. Cat furniture and cutleries
 - ii. Cat toys
 - iii. Food
- f. The Hotel shall not be held liable for accidents, injuries or illnesses due to Guardian voluntarily opting to house more than one Boarding Cat in each room.
- g. The Hotel shall not be held liable for damage and/or loss of property as well as injury and/or death of Boarding Cat caused by unforeseen circumstances that was beyond the Hotel's reasonable control.