



2 devon air close, noordhoek

SNUGGLES TERMS AND CONDITIONS

Only neutered/spayed cats are accepted.

At Snuggles Cat Lodge, we prioritize the health and well-being of all cats in our care. As such, we require that **all cats must be vaccinated*** according to current veterinary guidelines. Please ensure you present proof of vaccination when bringing your cat in for boarding. ***FVRCP (yearly), Rabies (yearly or 3 yearly depending on the vaccine given) and BB (optional), FeLV (optional).**

To maintain a parasite-free environment, it is essential that your cat is **flea-free upon arrival**. If fleas are detected, we will administer treatment with the pipette you are required to bring with you; should you not provide this we will treat at your expense at an extra cost of R200.00, which is payable upon the collection of your cat.

Cats must be **fully dewormed at least 10 days prior to boarding**.

Our boarding facilities are committed to providing exceptional care, but it is important to note that **cats and their accessories are boarded at the owner's risk** and understand that no liability is accepted for any death, loss, injury or illness due to escape, accident, infection or any other cause whatsoever suffered by any boarder in our care. The owner acknowledges and accepts the conditions under which their pets will be accommodated.

We do not accept overly aggressive cats. However, we do understand that sometimes fearful cats, in a new environment, may become aggressive and therefore may cause injury to Snuggles carers. In these situations we will not interact or make direct contact with the cat(s).

Payment for the full period of boarding must be made prior to check in. Owners are responsible for the total cost of accommodation booked, regardless of whether the cat stays for the entire period, unless cancellation or variation is communicated at least two weeks prior to the admission date.

Cancellation Policy:

3 weeks or more before admission: 100% refund
1 to 2 weeks before admission: 50% refund
Less than 1 week before admission: No refund

Date Changes Policy:

Reduction in number of days booked: no refunds or account changes.
If space is available for extra days, daily rate will be charged.

Fees are charged per day, inclusive of the days of arrival and departure. Our fees cover bedding, toys, and litter, excluding medication, food, special diets, and additional services, which will be charged separately with prior arrangement.

Frozen food/your preferred dry brand is welcome but must be clearly marked with the name of cat and feeding instructions. We feed twice a day. Owners are welcome to bring their cat's bedding, which will be subject to inspection. While we strive to care for all personal items, Snuggles Cat Lodge is not responsible for any loss or damage.



Cats must be collected before closing time on the departure date.

Should your cat become ill, we will seek Veterinary attention at the owner's expense and in the event of the death of any animal in our care, a veterinary opinion as to the cause of death will be sought. Outstanding balances, including transport and veterinary fees, must be settled before removing your cat from our premises. Contact with the owners will be made prior to any veterinary visits.

Longer Stays: Veterinary treatment, de-worming, tick and flea treatment will be administered if necessary. These items including transport will be billed to the owner on collection/end of stay.

Abandonment: If cats are not collected within one week of the booked departure date they will be regarded as abandoned by the owner and will become property of Snuggles Cat Lodge. We reserve the right to take appropriate action as deemed fit. The owner of the cat(s) will remain liable for the full account, plus any costs involved in disposal.

Operating Hours: Pick-ups and drop-offs are by appointment only.

- Monday to Friday AM: 07h30 to 11h30
- Monday to Thursday PM: 17h00 to 18h00
- Friday PM: 17h00 – 19h00
- Weekends: by arrangement
- Public Holidays: closed

Snuggles Cat Lodge has the right to refuse admission.

We appreciate your cooperation in adhering to these guidelines to ensure a smooth and pleasant experience for all our clients and their beloved felines.

The owner agrees by his/her signature, or representative (duly authorised) to the above Terms and Conditions.

FULL NAMES of OWNER or REPRESENTATIVE

CONTACT NUMBER

SIGNATURE

DATE





INTAKE FORM

Name of Owner/ Representative: _____

Residential Address: _____

Work/Home Tel: _____ Email: _____

Cell Number: _____ Alt. Contact Name and No.: _____

Name of Cat: _____ Breed Type: _____ Age and gender: _____

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Name of Cat: _____ Breed Type: _____ Age and gender: _____

Date of Drop Off: _____ Time of Drop off: _____

Date of Collection: _____ Time of Collection: _____

Details of Toys/food/bedding if you are bringing with you: _____

Feeding / Other Instructions _____

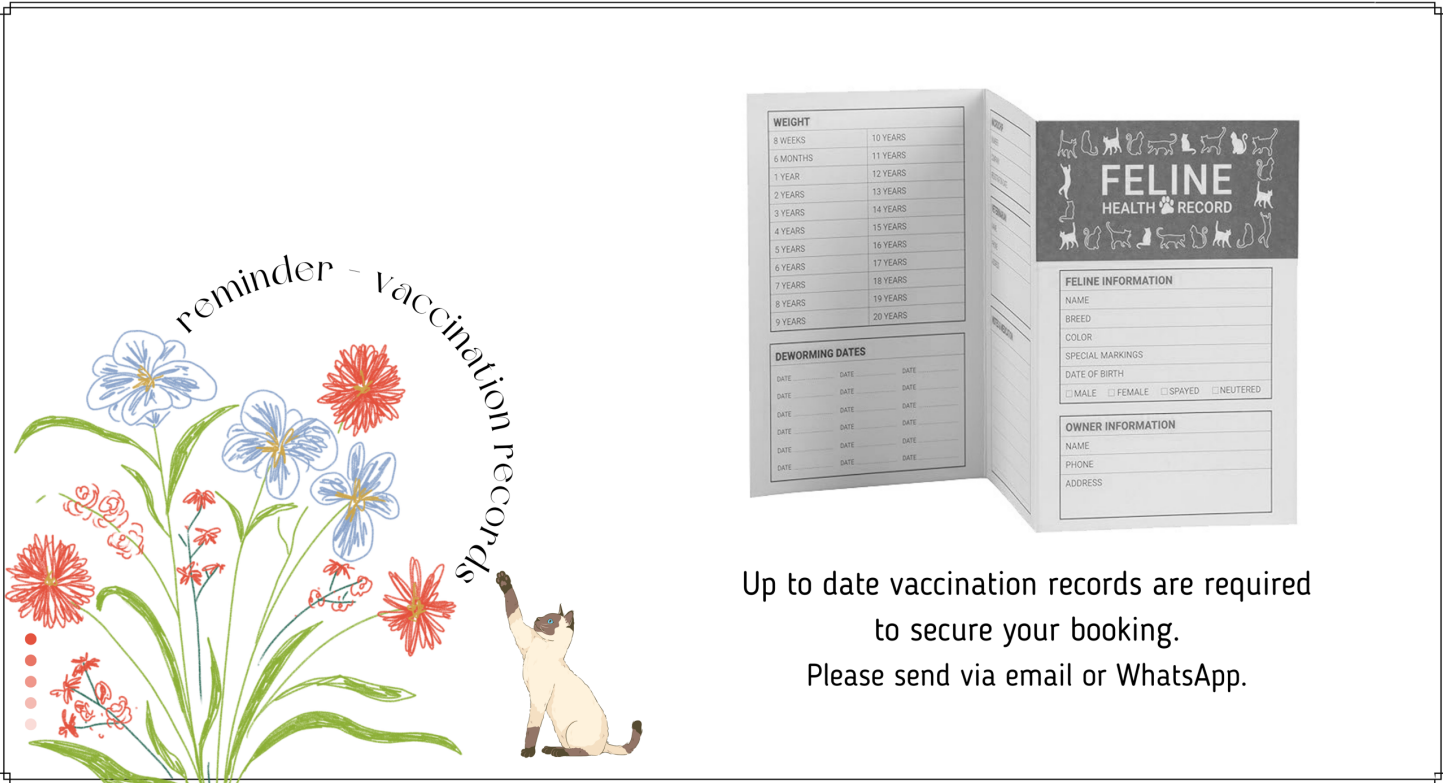
HEALTH DETAILS / VACCINATIONS

FVRCP	Yes	No
Rabies	Yes	No
BB Intranasal	Yes	No
FeLV	Yes	No

SIGNATURE of Owner/Representative

DATE





reminder - vaccination records

WEIGHT	
8 WEEKS	10 YEARS
6 MONTHS	11 YEARS
1 YEAR	12 YEARS
2 YEARS	13 YEARS
3 YEARS	14 YEARS
4 YEARS	15 YEARS
5 YEARS	16 YEARS
6 YEARS	17 YEARS
7 YEARS	18 YEARS
8 YEARS	19 YEARS
9 YEARS	20 YEARS

DEWORMING DATES		
DATE	DATE	DATE
DATE	DATE	DATE
DATE	DATE	DATE
DATE	DATE	DATE
DATE	DATE	DATE

FELINE HEALTH RECORD

FELINE INFORMATION

NAME _____

BREED _____

COLOR _____

SPECIAL MARKINGS _____

DATE OF BIRTH _____

MALE FEMALE SPAYED NEUTERED

OWNER INFORMATION

NAME _____

PHONE _____

ADDRESS _____

Up to date vaccination records are required to secure your booking.
Please send via email or WhatsApp.



VETERINARY PRACTICE CONSENT FORM

Name of Veterinary Practice: _____

Name of Vet: _____ Contact No.: _____

Medication (Details and Directions): _____

Name of Owner or Representative: _____

Contact No.: _____ Email: _____

I hereby give Snuggles Cat Lodge permission to contact a Veterinary Surgeon in the event that my cat(s) requires medical attention. I take full responsibility of all medical expenses incurred by my cat(s). These expenses will be settled in full on collection of my cat from Snuggles Cat Lodge or the Veterinary Clinic.

SIGNATURE of OWNER OR REPRESENTATIVE

DATE



reminder - deflea and deworm



Please deflea and deworm prior to check-in.
If we find any fleas we will treat at Snuggles
and this will be added to your account.