

**HOBBITS KNOB CAT RETREAT 'KITTY CADDY'  
CAT TRANSPORT**

**TERMS & CONDITIONS**

1. I shall deliver my cat/s to my preferred Vet Agent from the appointed list whom are in service agreement with Hobbits Knob Cat Retreat according to the following Terms & Conditions:-
2. This service is only available Monday to Friday, excluding Public Holidays. *Please check with Hobbits Knob as to your Vet Agents' preferred times for drop off and collection, or refer to the website [www.catretreat.com.au](http://www.catretreat.com.au)*
3. *Hobbits Knob aim to collect cats within 30 mins of the nominated collection time and request that you collect your cat within 30 minutes of the nominated drop off time. This will help reduce the stress on the cats and remain punctual for the service schedult.* I agree that I will be punctual with my drop off and collection times as organised with Hobbits Knob and the Vet Agent
4. *Hobbits Knob highly recommend sending your cat to Hobbits Knob Cat Retreat the day before your travel and collecting the day after your return home, to avoid any delays or complications to your own transport.*
5. I shall sign and return, to Hobbits Knob, prior to boarding; the boarding contract and the Cat Transport Terms & Conditions.
6. I will have my cat in a small, animal designed secure carry box, preferably airline approved with screwed top to bottom sections. *The carry box should preferably be no bigger than 60cm long x 40cm wide x 41cm high as they will need to be secured in the Kitty Caddy. This is extremely important for transporting cats safely within unfamiliar environments, including the Kitty Caddy. Hobbits Knob may refuse collection of a cat should the carry box not be safe or secure and/or have the right to charge for a new secure box.*
7. *We request that you use the Vet Agent as a drop off and collection point only.*
8. I agree that should I wish to obtain Veterinary advice, I will need to organise an appointment directly with my preferred Veterinarian, which will not interfere with the drop off and collection times organised by Hobbits Knob Cat Retreat.
9. I agree that should the Veterinarian seem fit to provide "duty of care" emergency Veterinary attention to my cat during the waiting period at the clinic, and should I be un-contactable, that I give permission for the Vet to attend to my cat's health and will reimburse Hobbits Knob Cat Retreat for Veterinary expenses.
10. I have provided all necessary health and wellness information with regards to my cat, including medication and diet, directly to Hobbits Knob Cat Retreat. I agree that I will not expect staff at the Vet Agent to communicate any of this information. *This will prevent confusion or lost information.*
11. I understand that should my cat have an illness or injury at the time of boarding, that I have notified Hobbits Knob prior to collection from the Vet Agent. I have advised, in writing, what my cat's treatment plan is including their medication. *All medication needs to be clearly labelled including the dosage and next due dose. In line with all cats boarding at Hobbits Knob Cat Retreat, a medication fee will apply.*
12. I agree to pay all costs associated with boarding and transport prior to commencement of boarding. This payment can be made by direct deposit into Hobbits Knob Cat Retreat's

nominated bank account. An invoice with either be emailed or posted with the boarding confirmation.

13. *Please note, that the driver does not accept payment at collection or drop off. The Vet Agent is not responsible for any accounts in regards to Hobbits Knob Cat Retreat or the Cat Transport service.*
14. *Should the accommodation be longer than 21 days, a deposit is required, followed by weekly/fortnightly payments. A payment plan will be set up with management at Hobbits Knob Cat Retreat prior to commencement of boarding.*
15. I understand that should I shorten or lengthen my cat's accommodation, the entire booking is re-calculated and the nightly fee may increase or decrease according to the suite changes and fee schedule.
16. *Hobbits Knob Cat Retreat understands the risks involved with transporting animals, therefore have a risk management plan in place to ensure the safe and comfortable transport of all cats to and from the Cattery.*
17. I understand that there are risks involved with transporting animals and agree to use this service at my own risk and DO NOT hold Hobbits Knob Cat Retreat or the Vet Agent responsible for the loss or injury incurred during this service.

#### **CHECKLIST:-**

- I have provided a copy of my cat's annual vaccination certificate to Hobbits Knob
- I have attached the name label to the front of my cat's carry box and other belongings
- I have informed Hobbits Knob of any pre-existing medical conditions
- I have labelled any medication including dosage, and advised when next dose is due
- I have labeled food including amount and any bedding or other belongings
- I have paid my account and provided Hobbits Knob with a receipt of payment (if made by bank transfer)
- I have provided Hobbits Knob with; my best contact phone numbers, my email address and an alternative contact person should I be non-contactable.
- I will not feed my cat on the morning of travel

**It is Hobbits Knob Cat Retreat's decision to refuse the service to a client should they not comply with all of the terms and conditions of the Cat Transport service and Conditions of Boarding. Hobbits Knob understands the stress incurred to cats during transport and aim to reduce any stress by providing a secure comfortable transit to and from the Cattery.**

- I have read and understood the Terms & Conditions.**

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Signed (electronic signature accepted)

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Dated