

WHISKERS LUXURY CAT BOARDING AGREEMENT

To ensure Whiskers Luxury Cat Boarding exceeds best practices, booking with us means you will be agreeing to the following terms and conditions:

1. HEALTH & MEDICAL REQUIREMENTS

- **Admittance:** We reserve the right to deny admittance to any cat with recent or serious health issues or significant special needs. Please give details of your cat's needs in advance.
- **Signs of Illness:** No guest will be accepted if they show visible signs of illness, such as weepy eyes, sneezing, or congestion.
- **Vaccinations:** All guests must be up to date with rabies and FVRCP vaccinations.
- **Unaltered Pets:** Unaltered cats over the age of six months cannot stay at Whiskers Luxury Cat Boarding.
- **Flea Policy:** A cat with fleas will be treated, the room vacuumed and deep cleaned, and bedding sanitized with cleaner and hot water. The fee for this is \$50 per cat; additional cats sharing the room will be charged \$25 each.
- **Veterinary Care:** You agree to allow Whiskers to obtain veterinarian medical treatment for your cat if it appears that the cat is ill, injured, or exhibits any other behavior that would reasonably suggest that your cat might need medical treatment. Medical treatment may require transportation of your cat to receive care, and you hereby authorize such transportation. You grant Whiskers full authority to make decisions involving the medical treatment of your cat during its stay at Whiskers. You agree that you are fully responsible for the cost of any such medical treatment and transportation. In the event of a serious illness and the owner cannot be contacted, the veterinarian's decision will be final.

2. OPERATIONAL HOURS & FACILITY RULES

- **Standard Operating Hours:** Our standard hours for check-in and check-out are:
 - **Monday – Saturday:** 10:00 AM – 2:00 PM
 - **Sunday:** 11:00 AM – 1:00 PM (By appointment only)
- **Sunday Appointment Fee:** All Sunday check-ins and check-outs are handled strictly by pre-arranged appointment only and incur a **\$25 courtesy fee**.
- **After-Hours Policy:** No after-hours check-in or check-out is permitted. No exceptions. Thank you for understanding.
- **Early Hours Access:** Early check-in or check-out is permitted between 8:00 AM and 10:00 AM only if pre-arranged notice has been given.

- You understand that you may not enter Whiskers during these hours.
- You understand that you must ring the doorbell and wait for an employee to answer the door. A Whiskers employee will bring in or carry out your cat and supplies.
- You understand that you may not enter the Whiskers facility before 10:00 AM because this time is dedicated solely to the care of Whiskers' cats.
- **Secure Arrival:** All cats will arrive in a secure carrier.
- **Holiday Closures:** No check-in or check-out on the following Public Holidays:
 - New Year's Day
 - July 4
 - Thanksgiving Day and the day after
 - December 23 – 26

3. RATES & BOOKING SYSTEM

- **Daily Billing:** Whiskers operates on a per day booking system. For example, if your cat checks in during opening hours on Monday and you collect during opening hours on Tuesday, that counts as two days.
- **Minimum Stay:** A minimum boarding stay of 2 days applies. This covers the cost of deep cleaning the entire room: mopping floors; sanitizing and wiping down walls, windows, doors, cat trees, shelves; and laundering blankets, rugs, bedding, and toys. A minimum booking period may apply during peak periods, such as Christmas and Thanksgiving holidays.
- **Room Changes:** Should a visit require your cat to move rooms, or you require your cat to move from one room to another during their stay, the deep cleaning fee is \$35 per room change.
- **Shared Suites:** Siblings sharing the same room will be charged \$20 per sibling per day on top of the first guest room charge.
- **Medication Fees:**
 - Medication given with food: No charge.
 - Medication given orally or topically: \$3 per administration.
 - *Note: We do not give Injections or Subcutaneous Fluids.*
- **Rate Changes:** Boarding fees are subject to change without notice.

PEAK SEASON SURCHARGES

An additional daily surcharge applies per suite during our peak seasonal periods:

Season	Date Range	Daily Surcharge (Per Suite)
Summer	June 1 – September 8	+\$5
Thanksgiving	November 18 – 30	+\$10
Winter Holidays	December 15 – January 4	+\$10

4. RESERVATION, CANCELLATION, & REFUND POLICIES

- **Credit Card Required:** All clients must have a valid credit card on file to hold a reservation.
- **Booking Deposit:** To secure your cat's luxury suite and cover administrative costs, a \$60 deposit is required at the time of reservation. This deposit is strictly non-refundable, non-transferable to separate reservations, and will be applied as a credit toward your final balance upon a completed stay.
- **Payment Terms:** For the convenience of our clients and to ensure a smooth departure, all remaining boarding balances are due in full at the time of check-in. Any additional services requested during the stay will be settled at check-out.
- **Cancellations & Modifications:** All booking deposits are strictly non-refundable.
 - **Modifications:** We permit modifications to the dates of an existing reservation without penalty, provided we have the availability to accommodate the changes within our booking system.
 - **Cancellations & Non-Transferability:** If you cancel your booking, your \$60 deposit is completely forfeited. Deposits are non-transferable and cannot be applied to an entirely separate reservation or held as an open account credit.
- **No-Show Policy:** A "No-Show" occurs when a guest fails to arrive on their scheduled check-in date without prior notification. In the event of a No-Show, the \$60 deposit is forfeited, and a fee equivalent to three (3) days of boarding (or the full cost of the scheduled stay, whichever is less) will be charged to the credit card on file.
- **Early Departure & Refunds:** Once a stay has begun, payments are generally non-refundable. If you pick up your pet early, you remain financially responsible for the first three (3) days of the remaining unused reservation period. If your early departure leaves more than three days

remaining on the original booking, the value of those additional days (from day 4 onward) will be placed onto your account as a credit toward a future stay. Unused booking blocks of three days or less are completely forfeited.

5. LIABILITY & MEDIA RELEASE

- **Personal Property:** No responsibility will be accepted for loss of personal property e.g., collars, bedding, toys, etc.
- **Media Release:** Whiskers may take photos and videos of boarding cats and use them in print form, online, or for promotion.

6. TEXAS HB 2063 REQUIRED NOTIFICATION

In accordance with Texas HB 2063, this section serves to notify you of the fire protection and operational safety parameters of our Georgetown facility:

- Whiskers has a State-of-the-Art Fire Alarm System that offers immediate connection to the nearest fire station, facilitating swift intervention.
- Whiskers has advanced fire protection using flame-resistant drywall throughout the facility.
- Whiskers has internal and external facility cameras operating 24 hours a day, 7 days a week.
- Whiskers has fire extinguishers that are regularly tested by local fire officials to guarantee compliance and safety.
- The Georgetown Fire Department regularly inspects Whiskers and the facility is in full compliance.
- Though uncommon, there may be times during any given day that Whiskers may be unattended onsite for periods of up to 1 hour.
- Whiskers does not have employees at the facility during overnight hours.
- Whiskers does not have a fire protection sprinkler system.

OWNER ACKNOWLEDGEMENT & SIGNATURE

As a pet owner, I understand the information and rules provided above, and I choose to board my cat at Whiskers Luxury Cat Boarding.