

Little Pawcious

Admission Requirements

1) Vaccinations

- a) Boarding Cats intending to be boarded at Little Pawcious must be vaccinated against core vaccine viruses, including feline panleukopenia virus (FPV), feline calicivirus (FCV), and feline herpesvirus (FHV).
- b) With the exception of kittens, all Cat Owners must provide one of the following:
 - i) Evidence of a booster vaccination against the core vaccine viruses, administered no less than 14 days and no more than 12 months before the admission date; or VacciCheck® antibody titer blood test results, conducted no less than 14 days and no more than 12 months before the admission date, demonstrating adequate antibody levels against the core vaccine viruses.
 - ii) Boarding Cats that cannot receive vaccinations due to medical reasons must present a veterinarian's certificate stating the same.
 - iii) In the case of kittens, they must be at least 10 weeks old at the time of admission and must have received at least one vaccination against the core vaccine viruses more than 2 weeks prior to boarding.

2) Sterilization

- a) All Boarding Cats intended for boarding must be spayed or neutered if they meet one of the following criteria:
 - i) 8 months of age or older at the intended date of admission; or
 - ii) Displays signs of sexual maturity.
- b) Boarding Cats that have been recently sterilized must have had at least 14 days of recovery post-surgery, or must provide a certificate from a veterinarian confirming the Boarding Cat's fitness for boarding.

3) External and Internal Parasites

- a) All Boarding Cats intending to be boarded must be protected against both preventable internal and external parasites during the boarding period.

4) Feline Leukemia (FeLV) Testing

- a) Boarding Cats that test positive for FeLV:
 - i) Will not have access to common play and exercise areas.
- b) Boarding Cats will be assumed to be FeLV positive in the following situations:
 - i) FeLV testing has never been conducted before.
 - ii) FeLV testing was conducted more than 12 months prior to the date of admission.

- iii) Test results or certificates cannot be provided.
 - c) For access to common play and exercise areas, Boarding Cats must have negative FeLV test results conducted within 12 months prior to the date of admission, along with the provision of test results or a certificate.
- 5) Boarding Admission Form
- a) The Boarding Admission Form must be completed at least 2 days prior to the intended check-in date, unless an urgent booking is made. The Cat Owner must also agree to the **Boarding Terms & Conditions.**
- 6) Check-in Physical Examination During the check-in process, we will conduct a physical examination of the Boarding Cat. The cat should:
- a) Be free of external parasites, such as fleas, ticks, and mites.
 - b) Be free from signs of fungal infection.
 - c) Be well maintained, including the ears, eyes, coat, and body condition.
 - d) Not show signs of illness, injury, and pain.
 - e) Exhibit a generally healthy disposition.
 - f) Present a veterinarian's report stating that it is healthy if it has been ill within 30 days prior to boarding.
 - g) Respond well to handling by our staffs. *All medical and vaccination documents provided to us must clearly display the Boarding Cat and/or Cat Owner's name and details.

Boarding Terms & Conditions

- 1) Room Booking
- a) Room bookings can be made through our online system up to 2 days before the intended check-in date. Booking dates are confirmed upon payment.
 - b) Urgent bookings should be made directly with us.
- 2) Check-In / Check-Out
- a) Check-in times are between 2 PM to 6 PM daily, with early check-in available from 11 AM.
 - b) Check-out times are between 11 AM to 1 PM daily, extendable to 6PM.
 - c) Early check-in and late check-out are available for an additional fee.
 - d) If we are fully booked, Boarding Cats may be housed in their crate while awaiting check-in or check-out.
 - e) Appointments for check-in and check-out must be made in advance.

- f) The check-in/check-out process takes approximately 20 minutes. If Cat Owners are more than 10 minutes late for their appointment, we may serve other Cat Owners first and return to the late Cat Owner later.
- 3) Rejection at Check-In
 - a) we reserve the right to deny boarding if admission requirements are not met.
 - b) If issues are resolvable on the spot, we may assist in resolving them.
 - 4) Amenities and Services
 - a) Boarding rates include a list of amenities and services. Any additional amenities and services not listed will incur extra charges.
 - 5) Feeding
 - a) Boarding rates include twice-daily feeding, but Cat Owners may choose to provide their food or use our in-house selection.
 - b) Written feeding instructions are required for Cat Owners who provide their food.
 - c) In-house food is fed according to our food safety guidelines.
 - d) We reserve the right to decline raw food diets for Boarding Cats.
 - 6) Grooming and Maintenance
 - a) Basic grooming and maintenance are included in boarding rates, contingent on the Boarding Cat's comfort and willingness.
 - b) Should additional grooming be necessary, we will groom the cat as deemed necessary.
 - 7) Toileting/Litter
 - a) Litter boxes and in-house litter are included in boarding rates.
 - b) Cat Owners is encouraged to provide a small amount of the cat's usual litter for acclimatization to our in-house litter.
 - c) We may procure alternatives if the Boarding Cat rejects the in-house litter.
 - 8) Use of Common Exercise and Play Area
 - a) Boarding Cats will have access to the common exercise and play area if they meet specified criteria and have Cat Owner consent.
 - 9) Medical Concerns
 - a) Cat Owner must inform us of any allergies, medical history, and provide details for potential medical care.
 - b) If the Boarding Cat requires immediate medical attention and the Cat Owner's preferred vet is unavailable, we may seek alternative veterinary care.
 - c) In case of immediate medical attention required, we may seek veterinary care on the Cat Owner's behalf.

10) Protection Against External and Internal Parasites

- a) We will administer parasite prevention treatment at check-in, but Cat Owners has the option to purchase or provide their treatment.

11) Feline Leukemia (FeLV) Testing

- a) FeLV-positive Boarding Cats have specific accommodation and activity restrictions.
- b) FeLV status will be assumed positive in certain situations.
- c) Negative test results for access to common areas must be within 12 months prior to the admission date.

12) Chronic/Long-term Conditions

- a) Cat Owners of cats with chronic/long-term conditions must provide detailed information through the Boarding Admission Form.

13) Illness Prior to Boarding If the Boarding Cat is diagnosed as unwell within 30 days before the admission date, a veterinarian's report stating the Boarding Cat's good health is required.

14) Multiple Cats from the Same Household

- a) Cat Owners may choose to board multiple cats from the same household in the same room for an additional fee.
- b) If Boarding Cats are not compatible in the same room, additional fees apply for separate rooms.

15) Behavioral Concerns

- a) Cat Owners must inform us of any behavioral concerns or specific preferences regarding the Boarding Cat's behavior.

16) Extension of Stay

- a) Extensions of stay may be arranged with payment before the extended period begins.

17) Visitation of Boarding Cats During Boarding

- a) Visitation hours are regulated and require appointments.
- b) Specific visitation frequencies are defined based on the duration of boarding.
- c) Visitors other than the registered owners must have written confirmation from the Cat Owner.

18) Cancellation, Refund, and Booking Modifications

- a) Our policies regarding cancellation, refund, and booking modifications are outlined in the document.

19) Damages Caused by Boarding Cat

- a) Cat Owners is liable for any damages to our facilities or injuries to our staff caused by their cat.
- b) We are not responsible for damage to Cat Owner's property.

20) Abandonment

- a) If a Boarding Cat is not collected within 24 hours of the agreed collection date, and reasonable efforts to contact the Cat Owner have failed, the Boarding Cat may be considered abandoned, and we may rehome or transfer ownership as appropriate.

21) Acceptance of Risks

- a) Cat Owners acknowledges the inherent risks associated with Boarding Cats in a multi-cat environment.
- b) We will not be responsible for any illness or injury that Boarding Cat may suffer during its stay at Little Pawcious. This includes but is not limited to the following situations:
 - 1. If Boarding Cat is positive for FIV and/or FeLV
 - 2. If Boarding Cat is unvaccinated, has yet to complete its core vaccinations, or is not up to date with its vaccinations.
 - 3. 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.
 - 4. If Boarding Cat has chronic/long-term conditions.
 - 5. If Boarding Cat is a kitten or geriatric cat as these cats tend to have weaker immune systems.
 - 6. If Cat Owner opts to allow Boarding Cat to use the common exercise and play area.
- c) We will also not be responsible for common stress-induced ailments/conditions which include but are not limited to:
 - 1. Conjunctivitis
 - 2. Gastrointestinal tract issues
 - 3. Inappetence
 - 4. Mild upper respiratory tract symptoms
 - 5. Urinary tract issues
- d) Additionally, we will not be held liable if Boarding Cat suffers an allergic reaction due to allergens that Little Pawcious was not informed of. We will also not be liable for injuries or illnesses due to safety issues of items provided by Cat Owner for Boarding Cat. This includes but is not limited to:
 - 1. Cat furniture and cutleries
 - 2. Cat toys
 - 3. Food
- e) We will not be held liable for accidents, injuries, or illnesses due to Cat Owner voluntarily opting to house more than one Boarding Cat in each room. Finally, we will 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 were beyond our reasonable control.