



Tales of Tails Cattery – Terms and Conditions

1. Booking & Ownership

- By submitting the booking form, I confirm that I am the legal owner or authorized guardian of the pet(s) listed.
- Bookings are only confirmed upon receipt of a 50% deposit.

2. Payment Policy

- Deposit: A 50% deposit is required to secure the booking.
- Balance: The remaining balance must be paid in full before arrival or at check-in.
- Accepted Payment Methods: Cash or Electronic Funds Transfer (EFT).
- Not Accepted: Credit cards and cheques.
- Proof of Payment: Must be emailed to talesoftailssa@gmail.com.

3. Cancellations & Amendments

- Cancellations 14+ days before arrival: 50% of the booking fee will be forfeited.
- Cancellations within 14 days: Full deposit will be forfeited.
- Changes to booking dates (before check-in): Must be submitted in writing and confirmed by Tales of Tails.
- Extensions (after check-in): Subject to availability and may incur a surcharge of up to double the daily rate. Payment for additional days is required before collection.

4. Failure to Collect

- If the pet(s) are not collected within 7 days of the agreed collection date and no alternative arrangements are made, ownership will transfer to Tales of Tails.
- The pet(s) may be rehomed or donated to the SPCA.
- The owner remains liable for cattery fees incurred during this 7-day period.

5. Health & Vaccination Requirements

- All pets must be fully vaccinated. A valid vaccination certificate must be presented at check-in.
- Failure to provide proof of vaccination will result in cancellation of the booking and forfeiture of the deposit.
- Pets must be treated for external parasites prior to arrival.
- If parasites are found, a topical treatment will be applied at the owner's expense.

6. Veterinary Care

- In case of illness or injury, Tales of Tails may contact the pet's regular vet or an affiliated clinic.
- The owner is responsible for all veterinary costs and may be invoiced directly.
- Every effort will be made to contact the owner regarding the pet's condition.
- The owner confirms that the pet(s) are in good health and has disclosed all relevant medical information.

7. Liability & Indemnity

- Tales of Tails, its staff, and agents are not liable for any injury, illness, death, or escape of the pet(s) during their stay or transport.
- Pets must be transported in a secure cat carrier.
- If transport is provided by Tales of Tails, the same indemnity applies.



- Tales of Tails is not responsible for any personal items brought to the cattery.

8. Non-Payment

- No credit facilities are offered.
- All fees must be paid in full as agreed.
- Failure to pay may result in legal action. The owner will be responsible for all costs incurred in recovering the outstanding amount.

9. Agreement Modifications

- Any changes to this agreement must be made in writing and signed by both parties.