

# Boarding Policy

## *Weston Creek Veterinary Hospital*

Weston Creek Veterinary Hospital is committed to providing quality care and services to you and your pets, this policy outlines the obligations in respect of how our boarding facilities are managed.

### **Facilities**

Our Cat Boarding facility is temperature controlled with in slab heating and evaporative cooling it contains 16 spacious condos with en-suites all with ventilation. The boarding area is set to the back of the hospital away from the daily hustle and bustle to provide a quite retreat. We utilise music and Feliway Pheromone to provide a relaxing environment.

Whilst boarding with us your cat will have its condo cleaned twice daily and direct interactions with our dedicated cattery attendants.

### **Boarding Rates**

Our boarding rate remains the same throughout the year with no additional charges during peak times;  
Standard Boarding \$28.00  
Diabetic Boarder \$45.00

### **What's Provided?**

Our cattery is very well equipped and we provide all litter trays, variety of bedding options, stainless steel food and water bowls, along with a selection of interactive toys.

We provide a selection of high quality wet and dry foods as well as a selection of litter types.

### **What Should I Bring?**

If your cat is super fussy or you just want to know they won't miss you too much, you are welcome to bring their own bedding to be placed in the condo. Please ensure this is labeled clearly as Weston Creek Veterinary Hospital will take no responsibility for any lost or damaged items.

### **Vaccination and Fleas**

To ensure the health of all pets in the hospital, all cats coming in for boarding must have been vaccinated in the last 12 months.

Each boarder will be checked for fleas on arrival, if fleas are found they will be treated with capstar to ensure we remain flea free.

### **Medications**

If your cat will require medication to be administered during their stay with us please ensure you supply enough for the duration and have clearly labelled with your cats name. You will need to provide details of the medication and dose require upon checking your cat in.

### **Bookings**

Please call our friendly reception team to check availability and book in. For peak periods it is best to book well in advance as these time tend to book quickly.

### **Payments**

Full payment for the stay will be required at end of boarding.

### **Cancellations or No-Show**

As the cattery is very popular and peak times can have a waitlist, we request you provide a minimum of 10 days in advance notice to cancel a booking over the Easter and Christmas periods as well as any long weekends during the year.

If 10 days notice is not provided than 50% of the total boarding fee will be charged.  
Cancellations at any other time require a minimum of 24 hours notice.  
In the event of a no show you will be charged 100% of the boarding fee.

**Discounts**

There are no discounts provided to boarding

**Policy Updates**

This Policy may change from time to time and is available on our website.

**Boarding Policy Complaints and Enquiries**

If you have any queries or complaints about our Boarding Policy please contact us at:

Weston Creek Veterinary Hospital  
200 Badimara Street  
Waramanga ACT 2611  
[admin@wcvh.com.au](mailto:admin@wcvh.com.au)  
(02) 6288 4944