

CAMP KITTY CAT LODGING TERMS & REGULATIONS

GENERAL ADMISSION POLICY

Kitty has to be healthy and free from any skin infections or contagious diseases namely flu, cough, fungal infection (ringworm), etc. Please inform us if kitty is healing from an injury, or has any medical condition we should be aware of.

We reserve the right to refuse admission to any pet that presents the appearance of illness upon check-in - such as lethargy, discharging or inflamed eyes, coughing or repeated sneezing. We will not hold such pets for any period, and they must be immediately removed either by the pet owner, or transported to a vet at the pet owners' expense.

NO INFECTIOUS FELINE DISEASES

We do not accept FIP / FIV / FeLV / FPV / FVR positive cats or carriers of infectious diseases to board at Camp Kitty. If kitty has healed or proves no longer infectious from these diseases, kindly provide valid tests from the veterinary clinic that proves kitty is eligible for boarding.

VACCINATION

Vaccination card with proof of completed and valid FVRCP vaccination date (within 12 months) is to be presented for first time campers; as well as updates of subsequent annual vaccinations. Kittens have to be vaccinated with at least two doses to be eligible for boarding. Rabies vaccination is optional.

If caught providing false vaccination information, we have the right to ban kitty from boarding with us.

FLEA, MITES & TICK TREATMENT

Topical flea & tick treatment must be applied prior to admission or upon check-in. We only accept veterinary approved spot-on brands that protects against fleas, mites, and other parasites such as Broadline, Advocate, Revolution Plus, Bravecto. If flea & tick treatment is self-applied, kindly provide proof of application and that it covers the whole period of boarding.

However, should any fleas be found on kitty during period of stay, we are authorised to take the appropriate actions which will be chargeable to pet owner. Camp Kitty will not be held responsible for any case of flea infestation on kitty during the period of stay if pet owner claims to self-apply flea & tick prevention. If caught providing false spot-on application information, we have the right to ban kitty from boarding with us.

BEDDING AND TOYS ETC.

Any bedding provided by the pet owner must be approved by us before entering our facility. Items provided has to be clean and not deemed unsanitary. A maximum of 3 items may be brought from home and the owner has to ensure all items are collected during check-out. We cannot guarantee items will not be misplaced during the cleaning of cabins. Any clothing item that is stained by kitty will be washed by us and charged to you. Any items that are not collected within 3 months will be disposed of by us.

FOOD SUPPLIED BY PET OWNERS

Any dry pet food supplied to us by pet owners must be in a proper air-tight container with a scooper and labelled clearly with kitty's name and to provide feeding instructions along.

VETERINARY TREATMENT

Any required veterinary treatment will be at the pet owner's expense. Payment for treatment is due at the time of collection or return of the pet. In the event the pet owner cannot be contacted before treatment, the course of treatment shall be at the sole discretion of Camp Kitty. We will contact our panel vet depending on the nature of the illness or injury.

ARRIVAL & DEPARTURE TIMING

Off-Peak Check-in: 12pm - 6pm | Check-out: 11am - 3pm

Peak Season Check-in: 2pm - 6pm | Check-out: 11am - 2pm

Wednesdays (closed) Check-in: 11am - 1pm or 5pm - 6pm | Check-out: 11am - 1pm

If kitty is not picked up by standard check-out timing, check-out extension fee applies (2/3pm - 6:45pm)

PAYMENT

Off-Peak: Full payment is due upon check-in

Peak Season: 50% deposit payment upon booking; balance payment upon check-in

Advanced Booking: 20% deposit payment upon booking; balance payment upon check-in

We accept cash, card, e-wallets and online banking. Pets will not be discharged to the owner until full payment has been made

BOOKING CANCELLATION

Off-Peak: If you need to cancel your reservations, kindly inform us so we can open the space for others. We reserve the right to charge late cancellation fees for same day cancellations.

Peak Season: If you need to cancel your reservations, please do so at least 5 days prior to your arrival date. There is a non-refundable RM30 booking and admin fee for booking cancellations. Late cancellation fee of 40% may be imposed for cancellations 3 days to check-in date. No refunds for check-in day cancellations.

INDEMNITY

All reasonable care will be taken but no responsibility can be accepted for any loss, injury, or death of any animal in our care.

ACCEPTANCE OF TERMS

These terms and conditions must be read and understood by pet owner wishing to engage our services. By booking kitty's stay with us, you acknowledge your acceptance of these terms.