

PURR

Policies and Rules

Business Hours: Since this is our home, we operate by appointment only and do not keep regular business hours. We are not open for walk-ins or unannounced visits. We ask that you respect this and keep your drop off and pick up times as close to the time we have set with you as possible. We also understand that plans change and we will do everything reasonable to accommodate date those changes. Please communicate any unavoidable changes in your travel plans as soon as you can. We are always happy to give you a pre-scheduled tour-just ask!

Payments/deposits: We do require a valid credit card to hold your reservation. The entire balance will be due upon pick-up. We do not bill or send invoices. We accept cash, debit, Visa/MasterCard, or American Express, Apple Pay, Google Pay.

Cancellations/extensions: If you need to cancel your reservation, we will do this free of charge up to 2 days in advance for non-holiday stays and up to 3 days in advance for holiday stays.

If you cancel after the above cut-off dates, we will charge the equivalent of 1 nights stay for non-holiday reservations and 2 nights stay for a holiday reservation.

Please be aware that extensions to your cat's stay are rarely possible since we only have 9 condos so please keep a backup plan in mind if your travel plans should change. If we have space, we will be happy to accommodate you.

Disease prevention: We are very committed to ensuring the safety of all our feline guests. Because of the infectious nature of things such as respiratory viruses and parasites, we will have to cancel your reservation if your cat is found to have either symptoms of an upper respiratory infection or ringworm at drop off. If your cat is found to have fleas, we will treat appropriately and you will be charged for this accordingly. Please ensure that your cat is free from these diseases so it does not mean a last minute cancellation of your plans. If your cat has a chronic respiratory condition that can be confused with acute disease, we will ask for complete veterinary records prior to completing your reservation.

Vaccines: Because we never mix cats from different households and do everything we can to minimize exposure between cats, we only require a current FVRCP vaccine (Feline herpes, calici, panleukopenia). Medical waivers from your vet will be considered. You will be required to provide veterinary proof of vaccination. We do not require Rabies or FeLV since these diseases are not contagious without direct contact between cats. Because there are not vaccines available for every communicable disease, nor do vaccines guarantee your cat will not become ill during their stay, treatment for any communicable disease will be your responsibility and at your expense..

Serious illness: If your cat develops symptoms of any serious illness while you are away, we will transport your cat to either your veterinarian of choice (if they are available) or a veterinarian of our choosing, depending on the severity of the situation. We will make every reasonable attempt to contact you prior to transporting your cat but both transportation and veterinary services will be at your expense. Although PURR is owned by a feline only veterinarian, under no circumstances are we equipped to provide veterinary services on site. Having a credit card stored with your veterinarian and your emergency contact will ensure there is no delay in care.

Medications: We will board elderly cats and those on medications, including fluids and insulin. Please make sure any medication you bring is properly labeled and not expired and all the supplies for administration are provided. If your cat is too difficult to handle, please be advised we will do our best but we will also not put ourselves at risk of a bite injury. If your cat doesn't eat well due to stress, we reserve the right to offer different foods or use an appetite stimulate if we deem necessary. Mild vomiting or diarrhea will also be treated as deemed necessary since these are common stress responses in cats. Medication administration will be at your expense.

Food/litter: We highly recommend bringing your cats own food from home to minimize stress and intestinal issues. However, if you would prefer to use our food, we will offer both dry and/or canned selections. We do support the feeding of raw diets and would be happy to accommodate that but we encourage you to provide your own. If you would like us to provide the raw diet, you will be charged accordingly.

We provide both plant based, scoopable litter as well as unscented scoopable clay litter. If you would prefer to provide your own, you are welcome to do so. There are no discounts for providing your own food or litter.

Personal Items: Upon arrival, we will take a detailed inventory of your items, review any medications, go over your preferred feeding protocol, and discuss any additional concerns. Please understand we can not be responsible for damaged or lost personal items but we take every precaution not to let this happen. We do believe that small fabric items from your house can help to relieve the stress of being away from home. We advise bringing a used pillow case, or other item of clothing for your cat to snuggle up to. If you have booked an extended stay, bring several items and we will rotate them. Please make sure these items can be washed.

I have reviewed the above policies and agree with them: (signature) _____ (date) _____