

Admission Requirements

[中文版](#)

Definitions

1. "Boarding Cat" - refers to all cats during the time they are boarding with the Hotel at our premises.
 - a. "kitten" - refers to any cat aged 12 months or younger as at the intended date of admission.
 - b. "senior cat" - refers to any cat aged between 10 and 11 years old as at the intended date of admission.
 - c. "geriatric cat" - refers to any cat aged 12 years or older as at the intended date of admission.
2. "Guardian" - refers to owners of cats boarded with the Hotel.
3. "Hotel" - refers to Cozy Cats Lodge Pte Ltd.

Admission requirements

1. Vaccinations

Boarding Cats must be vaccinated against core vaccine viruses which include feline panleukopenia virus (FPV), feline calicivirus (FCV), and feline herpesvirus (FHV).

 - a. Save for kittens, Guardians of all Boarding Cats must present either:
 - i. Proof of having received a vaccination booster* against the core vaccine viruses; or
 - ii. VacciCheck® antibody titer blood test results* reflecting sufficient antibody levels against the core vaccine viruses.
 - b. Boarding Cats that are not able to receive the vaccination due to medical reasons are required to have a veterinarian's certificate* stating the same.
 - c. For the boarding of kittens, the kitten must be at least 10 weeks old at the time of admission and have received at least one vaccination* against at least the core vaccine viruses.
2. Sterilisation

All Boarding Cats must be sterilised if either one of the following applies:

 - a. The cat is 8 months of age or older as at the intended date of admission; or
 - b. The cat shows signs of sexual maturity.
3. External and Internal Parasites

All Boarding Cats must be protected against preventable internal and external parasites throughout the boarding period.
4. Feline Leukaemia (FeLV) Testing
 - a. Boarding Cats **positive** for FeLV will not have access to the common play and exercise areas

- b. Boarding Cat shall be **assumed to be positive** if:
 - i. FeLV testing has never been conducted before
 - ii. Test results* cannot be provided
 - iii. Boarding Cat has unsupervised access beyond Guardian's home
 - iv. Boarding Cat has engaged in direct physical contact with cats from other households (with unknown and or positive FeLV status) since the last FeLV test.
 - v. Boarding Cat has shared food/water bowls with cats from other households (with unknown and or positive FeLV status) since the last FeLV test.
 - c. For access to common play and exercise areas, Boarding Cat is required to have **negative** test results for FeLV. A copy of the cat's test results or certificate* must be provided.
5. Boarding Admission Form
The Boarding Admission Form must be completed before the intended date of check-in unless an urgent booking is made. Guardian must agree to Boarding Terms & Conditions.
6. Check-in Physical Examination
During the check-in process, a physical examination of the cat will be conducted by Hotel. The cat should:
- a. Be free of external parasites, e.g. fleas, ticks, and mites
 - b. Be free from signs of fungal infection
 - c. Be well maintained, e.g. coat, body condition
 - d. Not be showing signs of active disease, injury, and/or pain
 - e. Present a generally healthy disposition

*The Boarding Cat and/or Guardian's name and details must be clearly shown on all medical and/or vaccination documents provided to the Hotel.



Boarding Terms & Conditions

Definitions

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 - b. "senior cat" - refers to any cat aged between 10 and 11 years old as at the intended date of admission.
 - c. "geriatric cat" - refers to any cat aged 12 years or older as at the intended date of admission.
2. "Guardian" - refers to owners of cats boarded with the Hotel.
3. "Hotel" - refers to Cozy Cats Lodge Pte Ltd.

Boarding Terms & Conditions

1. Room booking
 - a. Room bookings may be made through the Hotel's online booking system up to 1 day before the intended check-in date. Boarding dates are reserved upon payment.
 - b. Please contact the Hotel directly for urgent bookings.
2. Check-in / check-out
 - a. Check-in time is between 1500 - 1800 HRS daily. Early check-in begins at 1000 HRS.
 - b. Check-out time is between 1000-1200 HRS daily. Late check-out may be extended to 1800 HRS.
 - c. Early check-in / late check-out
 - i. Early check-in / late check-out is available at an additional cost.
 - ii. In the event that the Hotel is fully booked, the Hotel reserves the right to house Boarding Cat in his/her crate while awaiting check-in / check-out.
 - iii. Should Guardian fail to pick up Boarding Cat by 1800 HRS for check-out, an additional night of boarding fees will be charged.
 - d. An appointment for check-in / check-out must be made before the date of admission / check-out.
 - e. The check-in / check-out procedure is estimated to take 15 minutes to complete. In the event Guardian arrives more than 10 minutes late to the appointment, the Hotel reserves the right to tend to other Guardians first and return to said Guardian at a more suitable time.

3. Rejection at check-in

- a. Hotel reserves the right to decline admission to boarding for any cat if admission requirements are not met.
- b. If the cat presents issues that can be resolved in short order, Hotel may, at its discretion, assist in resolving the issues.

4. Amenities and services

- a. The following list of amenities and services are included in the boarding rates. Additional amenities and services that are not listed are subject to additional charges.

Amenities	Services
<ul style="list-style-type: none"> ● Access to common play and exercise area (refer to clause 11 for conditions) ● Built-in hideout, perches, rest area ● CCTV access ● Private play and exercise area ● In-house litter and litter boxes ● Personal scratching materials ● 24/7 Air conditioning 	<ul style="list-style-type: none"> ● Daily updates ● Daily general cat maintenance ● Daily housekeeping and disinfection ● Daily interaction time (15-30 min) ● Twice daily feeding

- b. Cost of services incurred with in-house and/or third-party services requested by Guardian and/or required due to unforeseen circumstances are to be borne by Guardian, payable by check-out. This includes but is not limited to:
 - i. Additional in-house services
 - ii. Cost of travel
 - iii. External grooming services
 - iv. Purchase of food, litter and other amenities on behalf of Guardian
 - v. Vet visits

5. Feeding

- a. Twice a day feeding between 0900 - 1030 HRS and 1700 - 1830 HRS is included in the boarding rates. Guardians may opt to provide food or purchase Hotel's in-house selection.
- i. For Guardians providing food:
A set of written feeding instructions is required to be provided.
The Hotel is able to handle dry, wet, and frozen food per Guardian's preferences or Hotel's food safety guidelines as per table

Type of Food	Safety Guidelines
Dry	<ul style="list-style-type: none"> To be completely replaced at least once a day
Wet	<ul style="list-style-type: none"> May be portioned and refrigerated for up to 48 hours from opening Suggested feeding window: up to 6 hours May be reheated using microwave / water bath
Frozen	<ul style="list-style-type: none"> Must be defrosted in the refrigerator Room temperature water bath may be used to assist in defrosting cooked diets for up to 30 minutes No defrosted food will be refrozen Unfinished food will be removed within 60 minutes

In the event food provided by the owner is insufficient, Hotel's in-house options will be provided for Boarding Cat.

All meal requests and preparation requirements are subject to the Hotel's approval.

The Hotel reserves the right to decline feeding raw food diets to any individual cat that it may deem unsuitable for health reasons.

- ii. For Guardians opting to purchase food from the Hotel's in-house selection: The Hotel's in-house selection will be fed according to the Hotel's food safety guidelines.

If Boarding Cat rejects the Hotel's reasonable efforts to introduce the in-house food and reasonable efforts have been made to contact Guardian, Hotel reserves the right to procure alternatives on behalf of Guardian.

6. Grooming and maintenance
 - a. Basic daily grooming and maintenance are included in the boarding rates. Grooming will only be conducted should Boarding Cat be comfortable and receptive. Basic grooming and maintenance include external ear cleaning, facial cleaning, fur brushing (Guardians are required to provide brushes), and sanitary cleaning.
 - b. Should Boarding Cat require additional grooming due to unforeseen circumstances, e.g. Boarding Cat soils him/herself, the Hotel reserves the right to groom Boarding Cat as deemed necessary.
7. Toileting/litter
 - a. Litter boxes and in-house litter are included in the boarding rates.
 - b. In the event Boarding Cat rejects the Hotel's reasonable efforts to introduce the in-house litter, and reasonable efforts have been made to contact Guardian, the Hotel reserves the right to procure alternatives on behalf of Guardian.
8. Use of common exercise and play area
 - a. Boarding Cat will only have access to the common exercise and play area given that he/she:
 - i. Is not showing signs of infectious diseases
 - ii. Is feeling sufficiently comfortable and settled in the Hotel
 - iii. Is FeLV negative
 - iv. Has prior consent from Guardian
9. Medical concerns
 - a. Guardians are required to inform the Hotel if Boarding Cat has any allergies to food, medicine, supplements, products, etc.
 - b. Guardians are required to provide the Hotel with details required for potential medical care as per Boarding Admission Form. A local emergency contact is required.
 - c. Should Boarding Cat require medical attention and Guardian's preferred vet/vet clinic is not available, the Hotel reserves the right to approach an alternative veterinary clinic and/or veterinarian.
 - d. Should Boarding Cat require immediate medical attention, and reasonable efforts have been made to contact Guardian / local emergency contact, Hotel reserves the right to seek veterinary attention for Boarding Cat and make decisions on Guardian's behalf.
 - e. If Boarding Cat falls ill from an infectious disease, Boarding Cat will have to be hospitalised or put into the care of Guardian's local emergency contact. Hotel reserves the right to move Boarding Cat off-site if neither arrangement is possible.
 - f. Over-the-counter (OTC) remedies for minor ailments may be administered to Boarding Cat with Guardian's consent

10. Protection against external and internal parasites

- a. Hotel staff will administer parasite prevention treatment upon the boarding cat at the time of admission. Guardians have the option of:
 - i. Purchasing the required preventative medicine from the Hotel.
 - ii. Bringing their dose of preventative medicine, which must be selected from the pre-approved list set out in the following paragraph. Each dose must be provided in their packaging or blister pack and must be unopened and sealed.
- b. List of approved treatments (non-exhaustive)
 - i. Advocate® for Cats
 - ii. Broadline® Spot-on Solution for Cats
 - iii. FRONTLINE® for Cats
 - iv. NexGard® COMBO
 - v. Revolution® (selamectin) Topical Solution for Cats
 - vi. Revolution® Plus (selamectin and sarolaner topical solution)

11. Feline Leukaemia (FeLV) Testing

- a. Boarding Cats **positive** for FeLV will not have access to the common play and exercise areas
- b. Boarding Cat shall be **assumed to be positive** if:
 - i. FeLV testing has never been conducted before
 - ii. Test results* cannot be provided
 - iii. Boarding cat has unsupervised access beyond Guardian's home
 - iv. Boarding cat has engaged in direct physical contact with cats from other households (with unknown and or positive FeLV status) since the last FeLV test.
 - v. Boarding cat has shared food/water bowls with cats from other households (with unknown and or positive FeLV status) since the last FeLV test.
- c. For access to common play and exercise areas, Boarding Cat is required to have **negative** test results for FeLV. A copy of the cat's test results or certificate* must be provided.

12. Chronic / long-term conditions

- a. Guardians whose cat(s) suffer from chronic / long-term conditions are required to provide a detailed written note through our Boarding Admission Form before admission that includes:
 - i. The type of conditions that cat(s) suffers from
 - ii. Symptoms of the condition (if any)
 - iii. Requirements for management of the condition
- b. Medication and equipment for medicine administration must be provided by Guardian. All drugs must come with a prescription label registered under Guardian / Boarding Cat's name.
- c. Guardians are encouraged to discuss with the Hotel regarding conditions before making an online booking.
- d. The Hotel reserves the right to reject any cat that has conditions beyond its ability to handle.

13. Illness Before Boarding

Should the Boarding Cat be diagnosed by a veterinarian to be unwell at any point in the 30 days prior to the date of admission, Guardian must inform Hotel promptly. A veterinarian's report or certificate* stating that the cat is deemed healthy must be provided before check-in.

14. Multiple cats from the same household

- a. Guardians who are boarding multiple cats from the same household may elect to board them in the same room.
- b. By opting to board more than one cat in the same room, Guardian declares that the Boarding Cats are compatible.
- c. Hotel reserves the right to board the cats in separate rooms if it is deemed that the cats are not able to cohabitate peacefully. The going boarding rate for the additional room(s) is payable by Guardian at the end of Boarding Cat's stay.
- d. In the event there are no available rooms on short notice, the Hotel reserves the right to keep the cat in his/her crate and/or move him/her off-site.

15. Behavioural concerns

- a. Guardians are required to inform the Hotel of any behaviours of concern or note. Without limitation, these include:
 - i. Areas that the cat likes or does not like to be touched or patted
 - ii. Whether they are comfortable with being groomed
 - iii. Triggers for anxiety such as bad weather
 - iv. Aggression
 - v. Fractious behaviour
 - vi. Frequent attempts to escape
- b. The Hotel reserves the right to reject any cat that is deemed overly aggressive / fractious.
- c. Should Boarding Cat prove to be difficult to handle during the boarding period, additional handling charges may apply.

16. Extension of stay

- a. Extension of stay may be arranged. Payment for extension must be made before the start of the extended stay.

17. Visitation of Boarding Cat(s) during boarding period

- a. Visitation hours are between 1500 - 1800 HRS daily up to 30 minutes per visit unless otherwise arranged with Hotel.
- b. A prior appointment is required for visitation, appointments may be made through phone call / WhatsApp. Visitors without appointments may be rejected for entry.
- c. Written confirmation from Guardian is required should the visitor(s) not be the registered owners of Boarding Cat(s).

18. Cancellation, refund and booking modifications

- a. Cancellations will be refunded in full, less 5% processing fees (based on the initial amount paid), except in the situations in clause 18. b. and clause 18. c.
- b. In the following situations, a full refund of the remaining boarding period, less two



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(2) nights of the room rates charged and a 5% processing fee based on the initial amount paid, will be given:

- i. If cancellations are made within 48 hours prior to admission
 - ii. If the cat is rejected at admission
 - iii. In the event of no show
 - iv. If the cancellation is made during the boarding period within 48 hours of the new check-out date
 - v. In the event that different room types are booked for the boarding period, room rates for the first two nights from the date of cancellation will be considered.
- c. Peak season bookings are non-refundable unless cancelled dates become reserved by another party. Peak season dates are update on Hotel's online booking system and subject to change without prior notice.
- d. Refunds will be processed within 2 working days from request. The refund amount will be credited back to the credit card used to make the payment and will show up on the credit card statement within 2 weeks.
- e. Modifications of bookings are complimentary up to 48 hours prior to admission.

19. Damages caused by Boarding Cat

- a. Should Boarding Cat cause damages to the Hotel and/or injuries to the Hotel staff unprovoked, Guardian shall be liable for any cost of repair and/or medical treatment.
- b. Hotel shall not be liable for any damage to and/or destruction of Guardian's properties caused by Boarding Cat.

20. Abandonment

- a. If a Boarding Cat is not collected within 24 hours of the agreed collection date and reasonable efforts have been made to contact Guardian, Boarding Cat will be deemed as abandoned. Hotel reserves the right to rehome and/or change ownership of the abandoned cat as seen fit.

21. Acceptance of risks

- a. Guardian understands that there are inherent risks to boarding cats in multi-cat environments.
- b. The Hotel shall not be held liable should Boarding Cat fall ill during its stay at the Hotel in, without limitations, these situations:
 - i. If Boarding Cat is positive for FIV and/or FeLV
 - ii. If Boarding Cat is unvaccinated, has yet to complete its core vaccinations, or is not up to date with its vaccinations.
 - iii. If Boarding Cat was diagnosed to be unwell and/or appeared physically unwell at any point in the 30 days before the date of admission.
 - iv. If Boarding Cat has chronic / long-term conditions.
 - v. If Boarding Cat is a kitten or geriatric cat as these cats tend to have weaker immune systems.
 - vi. If Guardian opts to allow Boarding Cat to use the common exercise and play area.
- c. The Hotel shall not be held liable for common stress-induced ailments / conditions which include but are not limited to:



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- i. Conjunctivitis
 - ii. Gastrointestinal tract issues
 - iii. Inappetance
 - iv. Mild upper respiratory tract symptoms
 - v. Urinary tract issues
 - d. The Hotel shall not be held liable should Boarding Cat suffer an allergic reaction due to allergens that the Hotel was not informed of.
 - e. The Hotel shall not be liable for injuries or illnesses due to safety issues of items provided by Guardian for Boarding Cat. This includes but is not limited to:
 - i. Cat furniture and cutleries
 - ii. Cat toys
 - iii. Food
 - f. The Hotel shall not be held liable for accidents, injuries, or illnesses due to Guardian voluntarily opting to house more than one Boarding Cat in each room.
 - g. The Hotel shall 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 the Hotel's reasonable control.
22. The terms may be modified without advance notice, and the most recently updated terms will be the ones considered applicable.

入住要求

[English Version](#)

定义

- “寄宿猫” (“Boarding Cat”)：指在猫咪于酒店场地寄宿期间的所有猫咪。
- “幼猫” (“kitten”)：指在拟入住日期时年龄为 12 个月或以下的猫咪。
- “高龄猫” (“senior cat”)：指在拟入住日期时年龄为 10 至 11 岁的猫咪。
- “超高龄猫” (“geriatric cat”)：指在拟入住日期时年龄为 12 岁或以上的猫咪。
- “监护人” (“Guardian”)：指寄宿猫的饲主/主人。
- “酒店” (“Hotel”)：指 Cozy Cats Lodge Pte Ltd。

入住要求

疫苗接种

寄宿猫必须接种核心疫苗病毒的疫苗，包括猫泛白细胞减少症病毒 (FPV)、猫杯状病毒 (FCV) 及猫疱疹病毒 (FHV)。

除幼猫外，所有寄宿猫的监护人须提供以下其中之一：

- 核心疫苗病毒的加强针接种证明*；
- VacciCheck® 抗体滴度血液检测结果*，显示对核心疫苗病毒具备足够抗体水平。

如寄宿猫因医学原因无法接种疫苗，须提供兽医证明*说明该情况。

幼猫寄宿：幼猫在入住时须至少满 10 周龄，并已至少接种 1 针（至少涵盖核心疫苗病毒）的疫苗*。

绝育

如符合以下任一条件，所有寄宿猫必须完成绝育：

- 在拟入住日期时已满 8 个月；或
- 出现性成熟迹象。

体内及体外寄生虫

寄宿猫在整个寄宿期间须持续防护可预防的体内及体外寄生虫。

猫白血病病毒 (FeLV) 检测

FeLV 呈阳性的寄宿猫将无法使用公共玩耍及活动区。

如符合以下任一情况，寄宿猫将被视为 FeLV 呈阳性（假定为阳性）：

- 从未进行过 FeLV 检测；
- 无法提供检测结果*；
- 寄宿猫可在无人看管下进入监护人住所之外的环境；
- 自上一次 FeLV 检测后，曾与其他家庭的猫咪（FeLV 状态未知及/或阳性）发生直接身体接触；
- 自上一次 FeLV 检测后，曾与其他家庭的猫咪（FeLV 状态未知及/或阳性）共用食盆/水碗。

如需使用公共玩耍及活动区，寄宿猫须提供 FeLV 阴性检测结果。须提交猫咪检测报告或证书*副本。

寄宿入住表格



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除紧急预订外，监护人须于拟入住日期前完成《寄宿入住表格》（Boarding Admission Form）。监护人须同意《寄宿条款与条件》。

入住体格检查

办理入住时，酒店将对猫咪进行体格检查。猫咪应：

- 无体外寄生虫，例如跳蚤、蜱虫及螨虫；
- 无真菌感染迹象；
- 护理良好，例如毛发与体况良好；
- 无活动性疾病、受伤及/或疼痛迹象；
- 整体精神状态良好。

*监护人提交予酒店的所有医疗及/或疫苗文件，须清晰显示寄宿猫及/或监护人的姓名与资料。



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寄宿条款与条件

定义

- “寄宿猫” (“Boarding Cat”)：指在猫咪于酒店场地寄宿期间的所有猫咪。
- “幼猫” (“kitten”)：指在拟入住日期时年龄为 12 个月或以下的猫咪。
- “高龄猫” (“senior cat”)：指在拟入住日期时年龄为 10 至 11 岁的猫咪。
- “超高龄猫” (“geriatric cat”)：指在拟入住日期时年龄为 12 岁或以上的猫咪。
- “监护人” (“Guardian”)：指寄宿猫的饲主/主人。
- “酒店” (“Hotel”)：指 Cozy Cats Lodge Pte Ltd。

寄宿条款与条件

1. 房间预订

监护人可通过酒店线上预订系统，于拟入住日期前最多 1 天完成预订。寄宿日期将在付款后确认并予以保留。

紧急预订请直接联系酒店。

2. 入住 / 退房

入住时间：每日 15:00–18:00。提前入住自 10:00 起。

退房时间：每日 10:00–12:00。延迟退房最迟可延至 18:00。

提前入住 / 延迟退房：可加购，费用另计。

如酒店满房，酒店保留在等候办理入住/退房期间将寄宿猫暂置于其笼具中的权利。

如监护人未于 18:00 前完成退房接回寄宿猫，酒店将额外收取 1 晚寄宿费用。

入住/退房须于对应日期前预约。

入住/退房流程预计需 15 分钟完成。如监护人迟到超过 10 分钟，酒店保留优先处理其他监护人并于较合适时间再为该监护人办理的权利。

3. 入住时拒收

若未符合入住要求，酒店保留拒绝接收任何猫咪寄宿的权利。

如问题可在短时间内解决，酒店可自行酌情协助处理相关问题。

4. 设施与服务

以下设施与服务已包含于寄宿房价内。未列明的其他设施与服务将另行收费。

设施	服务
公共玩耍及活动区使用权（条件见第 11 条）	每日动态更新
内置躲藏处、栖架与休息区	每日基础护理
CCTV 监控查看权限	每日清洁与消毒
独立玩耍及活动区	每日互动时间（15–30 分钟）
酒店提供猫砂及猫砂盆	每日两次喂食
磨爪用品	
24 小时空调	



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监护人要求的酒店内部及/或第三方服务，及/或因不可预见情况所需产生之服务费用，由监护人承担，并须于退房时结清。包括但不限于：

- 额外酒店内部服务；
- 交通费用；
- 外部美容服务；
- 代购食物、猫砂及其他用品；
- 就诊/兽医门诊。

5. 喂食

寄宿房价包含每日两次喂食，时间为 09:00–10:30 及 17:00–18:30。监护人可选择自备食物或购买酒店自营食物。

监护人自备食物时：

- 须提供书面喂食指引。
- 酒店可按监护人偏好或酒店食品安全指引处理干粮、湿粮及冷冻食物，具体如下：

食物类型	食品安全指引
干粮	至少每日完全更换一次。
湿粮	开封后可分装并冷藏，最长不超过 48 小时。 建议喂食时间窗：最多 6 小时。 可使用微波炉或水浴方式回温。
冷冻食物	须在冰箱冷藏室内解冻。 对于已熟食谱，可使用室温水浴协助解冻，最长 30 分钟。 已解冻的食物不得再次冷冻。 未吃完的食物须在 60 分钟内清理。

如监护人提供的食物不足，酒店将为寄宿猫提供酒店自营选项。

所有餐食要求及制作方式须经酒店批准。

基于健康原因，酒店保留拒绝为任何个别猫咪喂食生食饮食（raw diet）的权利。

选择购买酒店自营食物者：酒店将按其食品安全指引喂食。若寄宿猫拒绝酒店合理的引导与替换尝试，且酒店已作出合理联系监护人的努力后仍无法解决，酒店保留代表监护人代购替代方案的权利。

6. 美容护理与日常维护

寄宿房价包含每日基础美容护理与日常维护。仅在寄宿猫感到舒适且愿意配合的情况下进行。基础项目包括外耳清洁、脸部清洁、梳毛（监护人须自备梳子）及局部卫生清洁。

若因不可预见情况（例如寄宿猫弄脏自身）需要额外护理，酒店保留按需要为寄宿猫进行清洁与护理的权利。

7. 如厕 / 猫砂

寄宿房价包含猫砂盆及酒店提供的猫砂。

如寄宿猫拒绝酒店合理的引导与替换尝试使用酒店猫砂，且酒店已作出合理联系监护人的努力后仍无法解决，酒店保留代表监护人代购替代猫砂的权利。

8. 公共活动与玩耍区使用

寄宿猫仅在满足以下条件时可使用公共活动与玩耍区：

- 无传染病迹象；
- 在酒店内已充分适应并感到舒适；
- FeLV 阴性；
- 已取得监护人事先同意。

9. 医疗事宜

监护人须告知酒店寄宿猫对食物、药物、补充剂、用品等的任何过敏情况。

监护人须按《寄宿入住表格》提供潜在医疗照护所需资料，并须提供本地紧急联系人。

若需医疗照护且监护人指定的兽医/诊所不可用，酒店保留改为联系其他兽医诊所及/或兽医的权利。

若寄宿猫需立即医疗照护，且酒店已作出合理努力联系监护人/本地紧急联系人后仍无法取得联系，酒店保留为寄宿猫寻求兽医照护并代表监护人作出决定的权利。

若寄宿猫患上传染病，须住院或交由监护人的本地紧急联系人照护。若两者均不可行，酒店保留将寄宿猫移出酒店场地的权利。

在取得监护人同意的情况下，酒店可为轻微不适使用非处方药（OTC）进行基础处理。

10. 体内及体外寄生虫防护

酒店员工将在寄宿猫入住时为其使用寄生虫预防治疗。监护人可选择：

- 向酒店购买所需预防用药；或
- 自备预防用药（须从酒店预先批准名单中选择）。每剂药物须保留于原包装或铝箔泡罩包装内，并须为未开封且密封状态。

已批准用药名单（非穷尽）：

- Advocate® for Cats
- Broadline® Spot-on Solution for Cats
- FRONTLINE® for Cats
- NexGard® COMBO
- Revolution® (selamectin) Topical Solution for Cats
- Revolution® Plus (selamectin and sarolaner topical solution)

11. 猫白血病病毒（FeLV）检测

FeLV 呈阳性的寄宿猫将无法使用公共玩耍及活动区。

如符合以下任一情况，寄宿猫将被视为 FeLV 呈阳性（假定为阳性）：

- 从未进行过 FeLV 检测；
- 无法提供检测结果*；
- 寄宿猫可在无人看管下进入监护人住所之外的环境；
- 自上一次 FeLV 检测后，曾与其他家庭的猫咪（FeLV 状态未知及/或阳性）发生直接身体接触；
- 自上一次 FeLV 检测后，曾与其他家庭的猫咪（FeLV 状态未知及/或阳性）共用食盆/水碗。

如需使用公共玩耍及活动区，寄宿猫须提供 FeLV 阴性检测结果。须提交猫咪检测报告或证书*副本。

12. 慢性 / 长期健康状况

如寄宿猫患有慢性或长期健康状况，监护人须于入住前通过《寄宿入住表格》提交详尽书面说明，内容包括：

- 猫咪所患状况的类型；
- 该状况的症状（如有）；
- 该状况的管理要求。

用药与给药所需器材须由监护人提供。所有药物须附有处方标签，并登记在监护人/寄宿猫名下。

建议监护人在进行线上预订前先与酒店沟通相关状况。

酒店保留拒绝接收超出其照护能力范围之猫咪的权利。

13. 寄宿前疾病

若寄宿猫在入住日前 30 天内任何时间被兽医诊断为身体不适，监护人须立即通知酒店。入住前须提供兽医报告或证明*，表明猫咪已被评估为健康。

14. 同一家庭多猫寄宿

同一家庭的多只猫咪可选择同房寄宿。

选择同房寄宿即表示监护人声明寄宿猫彼此相容。

如酒店认为猫咪无法和平共处，酒店保留将其分房寄宿的权利。新增房间的寄宿费用将按当时房价，于寄宿结束时由监护人支付。

如短时间内无可用房间，酒店保留将猫咪暂置于其笼具中及/或将其移出酒店场地的权利。

15. 行为注意事项

监护人须告知酒店任何需要留意的行为事项，包括但不限于：

- 猫咪喜欢或不喜欢被触摸/抚摸的部位；
- 是否能接受美容护理；
- 引发焦虑的诱因，例如恶劣天气；
- 攻击行为；
- 极度紧张/难以处理的行为（fractious）；
- 频繁尝试逃脱。

酒店保留拒绝接收被认为过度攻击或极度难以处理之猫咪的权利。

若寄宿猫在寄宿期间难以处理，酒店可能收取额外看护/处理费用。

16. 延长寄宿

可安排延长寄宿。延长部分的费用须在延长寄宿开始前完成付款。

17. 寄宿期间探视

探视时间为每日 15:00–18:00，每次最多 30 分钟（除非与酒店另有安排）。

探视须提前预约，可通过电话/WhatsApp 进行预约。未预约的访客可能被拒绝入内。

如探视者并非登记的寄宿猫主人，须提供监护人的书面确认。

18. 取消、退款与修改预订

a. 除第 18(b) 与第 18(c) 条情形外，取消预订将全额退款，但需扣除 5% 处理费（按最初付款金额计算）。

在以下情况下，将退还剩余寄宿期间的全部费用，但需扣除两（2）晚房费及按最初付款金额计算的 5% 处理费：

- 于入住前 48 小时内取消；
- 猫咪在入住时被拒收；
- 未到店（no show）；
- 在寄宿期间，于新的退房日期前 48 小时内取消。

若寄宿期间预订了不同房型，将以取消日起前两晚对应房型的房价计算扣除金额。

旺季预订不可退款，除非取消的日期随后被其他客人成功预订。旺季日期以酒店线上预订系统更新为准，并可在不另行通知的情况下调整。

退款将在提出申请后 2 个工作日内处理。退款将退回原付款信用卡，并预计在 2 周内于信用卡账单中显示。

入住前 48 小时以外的预订修改免费。

19. 寄宿猫造成的损坏

如寄宿猫在无被挑衅的情况下造成酒店财物损坏及/或导致酒店员工受伤，监护人须承担修复及/或医疗费用。

酒店不对寄宿猫造成的监护人财物损坏及/或毁坏承担责任。

20. 遗弃

如寄宿猫在约定接回日期后 24 小时内仍未被接回，且酒店已作出合理努力联系监护人，则该寄宿猫将被视为被遗弃。酒店保留按其认为适当的方式为该猫咪重新安置及/或变更其所有权的权利。

21. 风险承担

监护人理解在多猫环境中寄宿存在固有风险。

在以下（包括但不限于）情况下，如寄宿猫在酒店住宿期间生病，酒店不承担责任：

- 寄宿猫为猫免疫缺陷病毒（FIV）及/或 FeLV 阳性；
- 寄宿猫未接种疫苗、未完成核心疫苗，或疫苗未按时更新；
- 寄宿猫在入住日前 30 天内任何时间被诊断为不适及/或外观上曾呈现不适；
- 寄宿猫有慢性/长期健康状况；
- 寄宿猫为幼猫或超高龄猫（免疫系统较弱）；
- 监护人选择允许寄宿猫使用公共活动与玩耍区。

酒店亦不对常见的压力诱发不适/状况承担责任，包括但不限于：

- 结膜炎
- 胃肠道问题

- 食欲不振
- 轻微上呼吸道症状
- 泌尿道问题

如寄宿猫因酒店未获告知的过敏原而发生过敏反应，酒店不承担责任。

如因监护人为寄宿猫提供物品的安全问题而导致受伤或疾病，酒店不承担责任，包括但不限于：

- 猫家具及餐具；
- 猫玩具；
- 食物。

如因监护人自愿选择让多只寄宿猫同房而导致意外、受伤或疾病，酒店不承担责任。

对因酒店合理控制范围之外的不可预见情况所导致之财物损失及/或寄宿猫受伤、疾病、死亡，酒店不承担责任。

22. 条款更新

本条款可能在不提前通知的情况下进行修改，并以最新版本为准。